

STAKEHOLDER ENTERPRISE PORTAL

USER GUIDE



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❖ - Indicates that the SEP feature listed is only available to Accredited VSO Users at this time.

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1.0 Overview

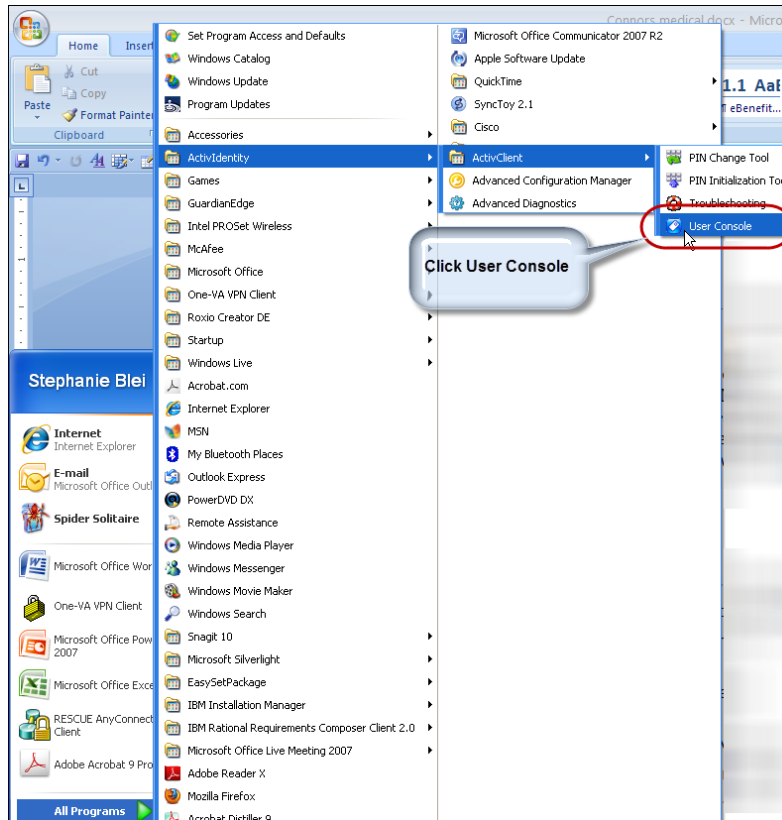
Veterans Relationship Management's (VRM) Stakeholder Enterprise Portal (SEP) provides a fully functional and secure entry point to web-based systems, information and services accessed on behalf of Veterans and the Department of Veterans Affairs (VA) by external stakeholders, business partners and service providers. SEP establishes a common enterprise identification and authentication service for VA internal and external stakeholders and provides a portal for the management of enterprise content for VA enterprise stakeholders.

This manual serves as a step-by-step guide for the various features of the system. It will be updated as new functionalities are made available. **For further information and other issues not covered in this user guide, please call the SEP dedicated support line at 1-855-225-0709 or work with the Change Management Agent (CMA) in your local Regional Office (RO).**

1.1 Hardware, Software and Identification Pre-Check

SEP requires specific hardware and software to operate correctly. The following requirements are necessary for all users of SEP. Note: Accredited users of SEP must have had the required security training and privacy training prior to using SEP.

1. Operating Systems: Windows XP or Windows 7
 - a. How to check: Right Click "My Computer" → Select "Properties"
2. Internet Browsers: Internet Explorer v9, v10, v11, Firefox and Google Chrome.
 - a. How to check: Open Internet Explorer. Click on "Tools" → Select "Help" → Select the "About" icon to display the version of IE running on system.
3. ActivIdentity (v 6.2 for Windows 7) card reading software (required only for users logging in with a PIV card):
 - a. How to check for this software: Select "Start" → Select "All Programs" → Look for "ActivIdentity" → Select "User Console" and double click to open program → Then from the title bar select "Help" → Select "About" and look for the version of software.



4. Valid Personal Identity Verification (PIV) card and Personal Identification Number (PIN) for the PIV Card (required only for users logging in with a PIV card)
5. PIV card reader, usually located either on side of laptop or, if using a desktop, there is usually a slot on the keyboard (required only for users logging in with a PIV card)
6. Identify your Office of General Counsel (OGC) Accreditation number. Directions to obtain your OGC accreditation number:
 - a. Proceed to the following URL: <http://www.va.gov/ogc/apps/accreditation/index.asp> and select the appropriate dialog box. Then enter your last name in the last name field and select the search button.
 - b. If you're in the OGC Database then you should be presented with your Accreditation Number (Labeled Registration Number on OGC search) when you click on your name. You will need to enter this Accreditation (registration) number in the OGC Accreditation field once you login to SEP.
 - c. If the the user is not in the OGC database, her or she must contact the OGC at ogcaccrreditationmailbox@va.gov.
7. VA Local Area Network (LAN) ID / VA Computer Login ID (required only for users logging in with a PIV card).

- a. To obtain your LAN ID, open Microsoft Outlook, select New Mail, in the “To” field enter your name and on the “To” field - double click on your name to bring up the properties box of your email address and copy down the information displayed in the Alias section.

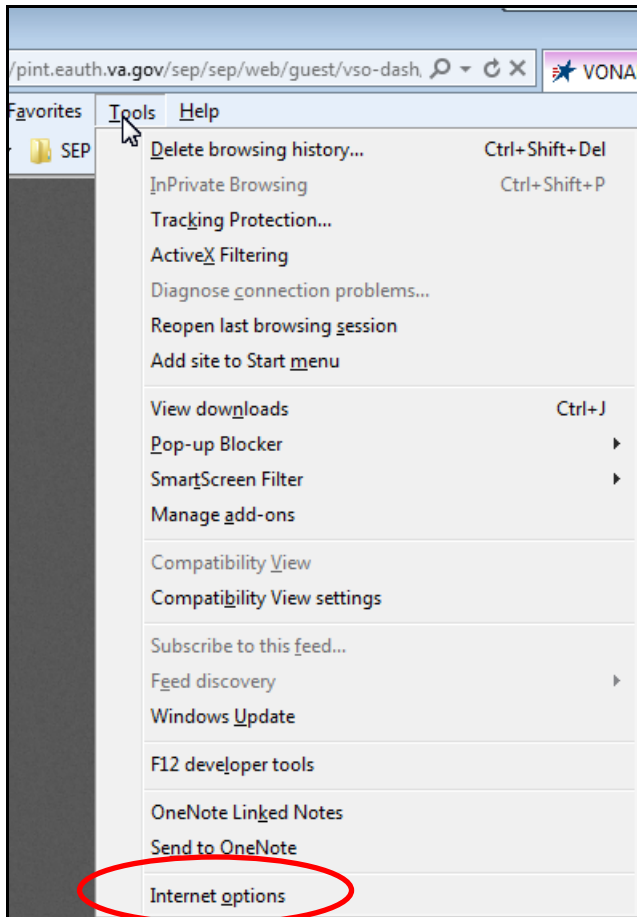
The screenshot shows the 'Properties' dialog box for an email address in Microsoft Outlook. The title bar reads 'Sheives, Thomas, VBAVACO'. The 'General' tab is active. In the 'Name' section, the 'First' field contains 'omas', 'Initials' is empty, and 'Last' is empty. A red arrow points to the 'Last' field. The 'Display' field contains 'VACO'. The 'Alias' field is empty. In the 'Address' section, the 'Address' field contains 'w.'. The 'Title' field is empty. The 'Company' field is empty. The 'Department' field is empty. The 'Office' field is empty. The 'Assistant' field is empty. The 'Phone' field is empty. The 'Veteran' checkbox is checked. At the bottom left is the 'Add to Contacts' button. At the bottom right are the 'OK', 'Cancel', and 'Apply' buttons.

8. Station Number (required only for users logging in with a PIV card). Please ask your supervisor or IT support person if you do not know your station code/RO number.

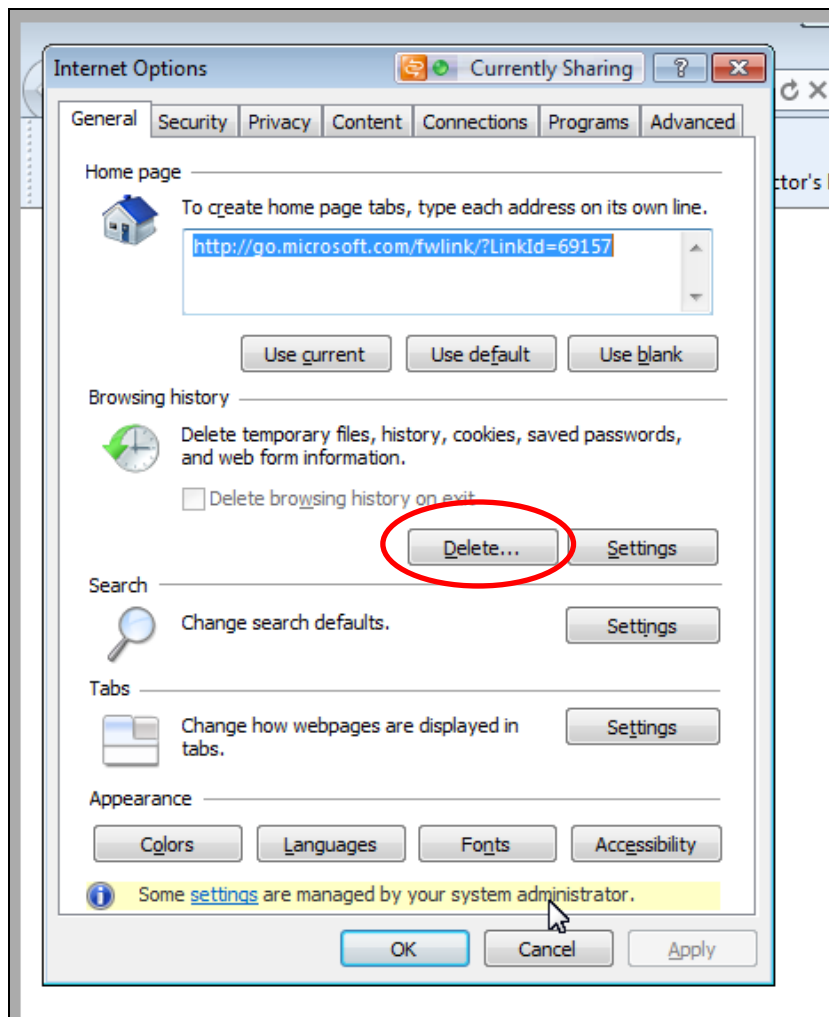
2.0 Instructions on how to clear your Cache

For security and privacy reasons, please clear your Internet Browser cache on a regular basis.

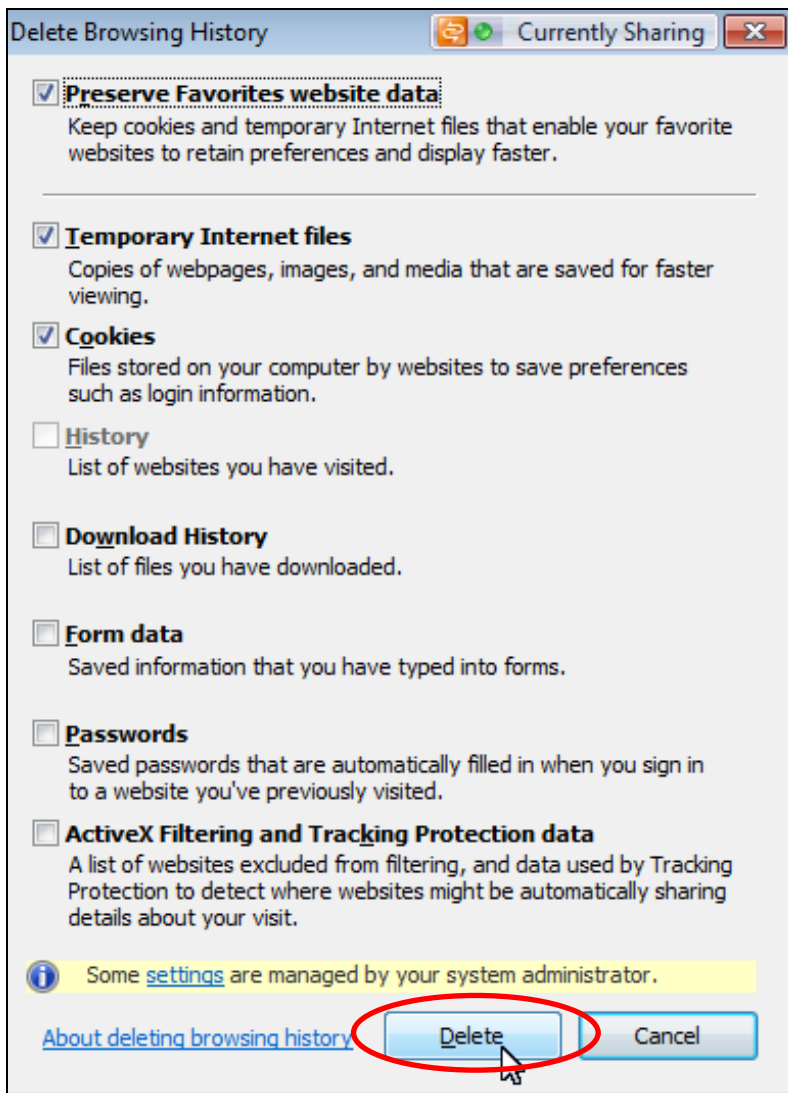
1. Open your Internet Explorer
2. Click on Tools from the top menu bar and access Internet Options.



3. Click Delete, which clears all the history, cookies and Cache



4. Select the check boxes for what you want to delete. Click delete.
 - a. If users are on the VA's secure network, there is no option to delete browser history.
 - b. If users are on an external network, select the check box next to browser history to delete.



5. Close the pop-up.

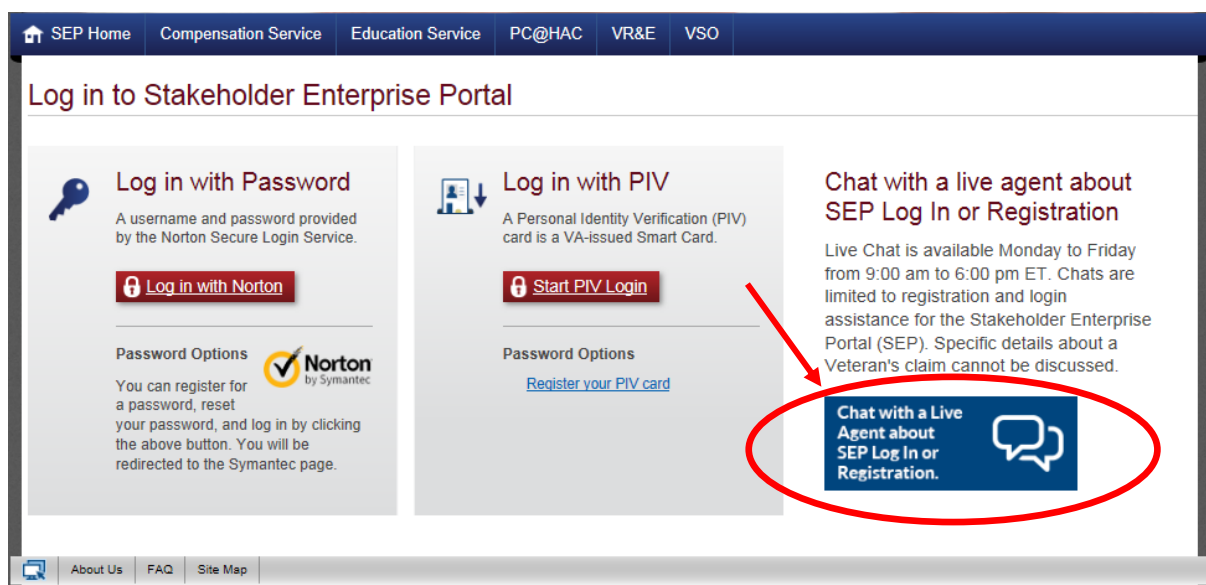
3.0 Account Creation & Log-In

Accredited users can create accounts using their Personal Identity Verification (PIV) cards or using the Norton Symantec Remote Identity Proofing process. Login procedures for process are detailed in this user guide or in the Norton Job Aid on the SEP website.

3.1 Unauthenticated Chat

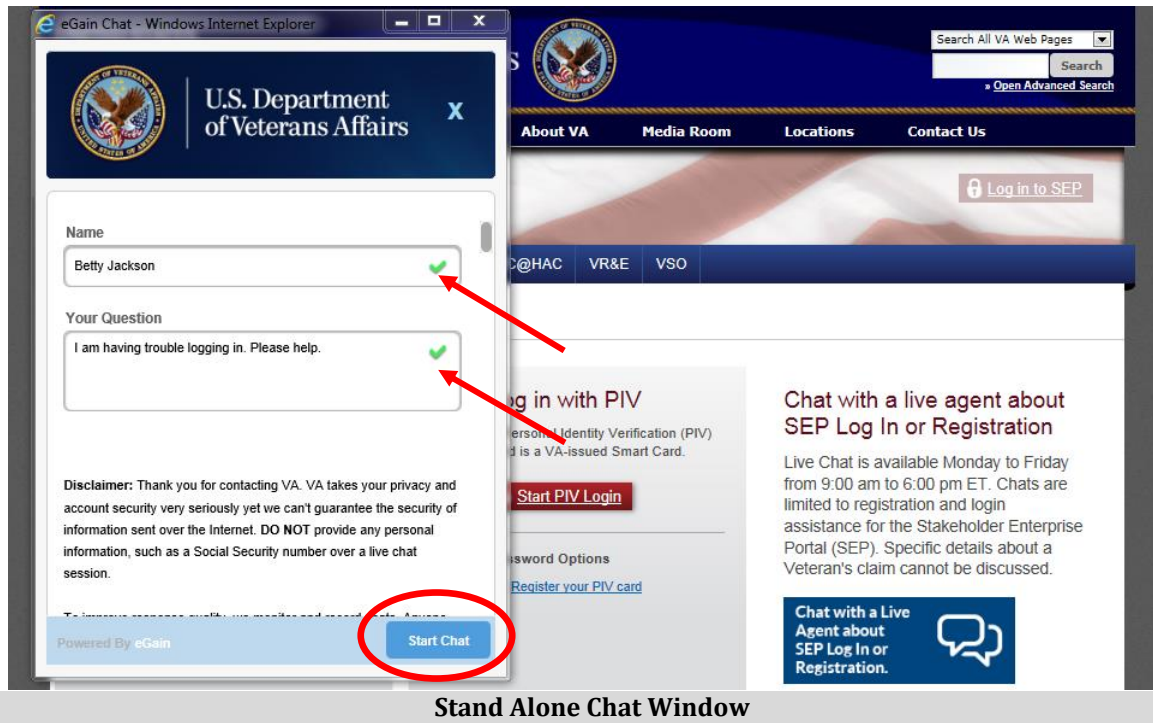
The chat feature allows any SEP user to communicate with the National Call Center agents directly during their session. Users may communicate through a chat window from the SEP home page. This feature allows the user to ask general questions, and is only available if the user is not logged in to SEP. Any sensitive or Personally Identifying Information should not be provided during the chat session.

1. When an SEP user selects a page on SEP where chat is an available option, the representative will be able to initiate a chat session with a National Call Center agent for assistance.
2. When accessing the log in page, click on the blue chat box.

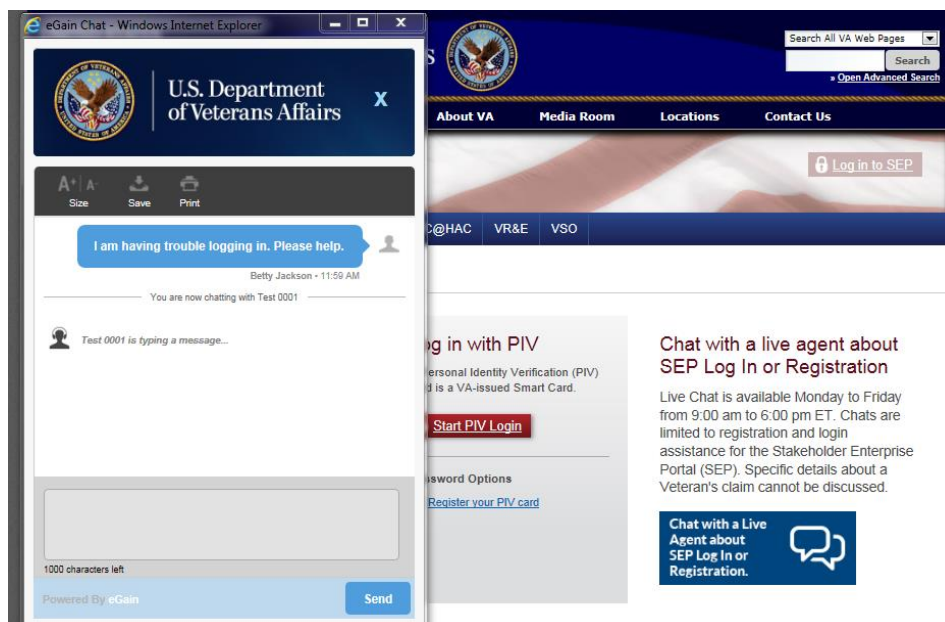


Access to Chat on SEP Login Screen

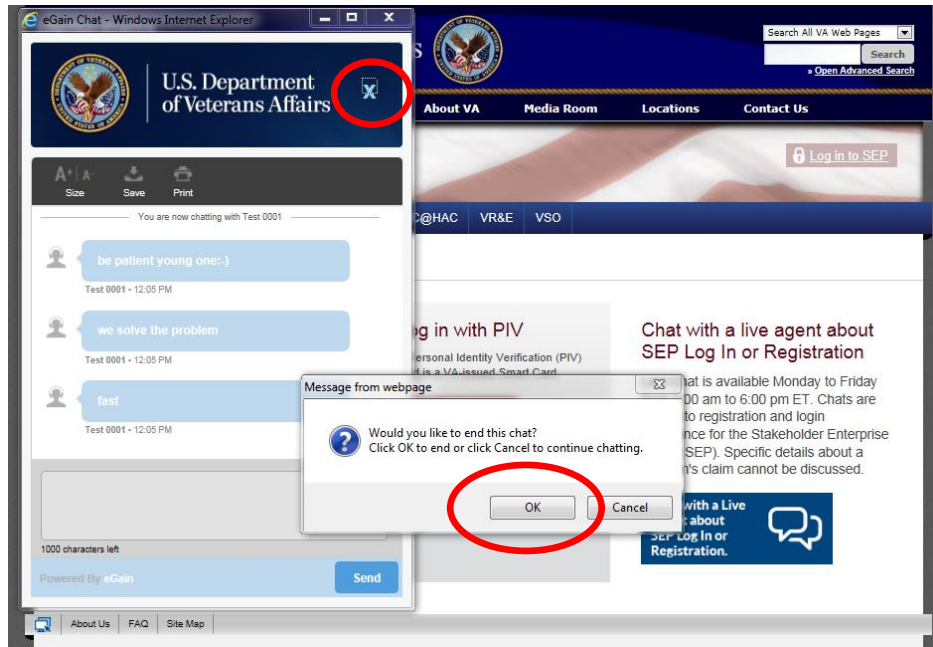
- a. A separate chat box will appear.



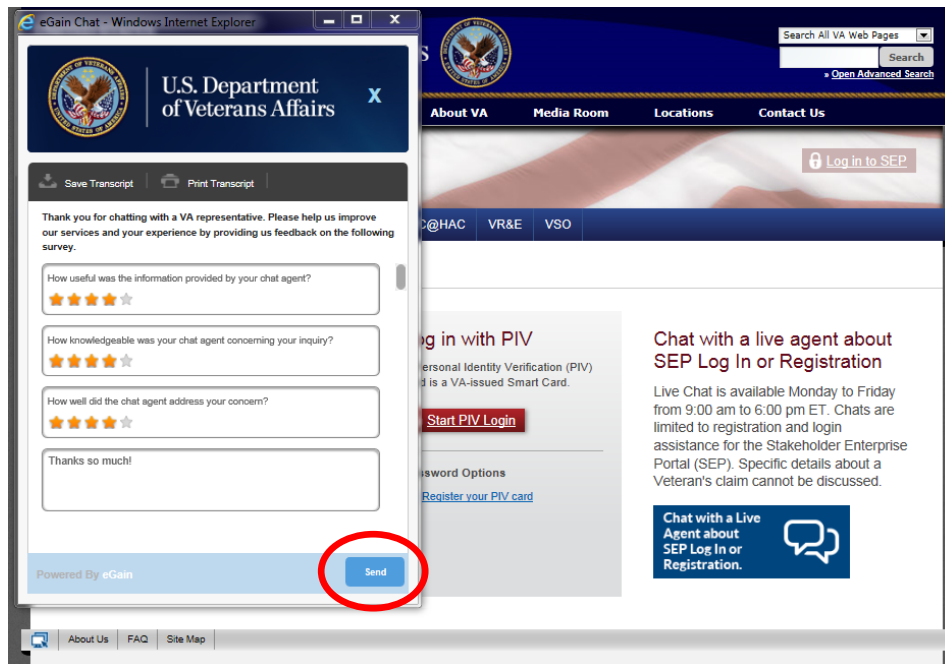
3. The user will enter his/her name and question in the pertinent text boxes and click 'Start Chat'.
NOTE: Personal Identifying Information (PII) such as a social security number or date of birth cannot be entered into the chat window by the user or by the SEP chat agent.



4. A chat agent will receive the message and initiate contact.



5. When finished with the chat session, users can click the large 'X' at the top of the chat window.
6. SEP Users then click 'OK' to end the session.



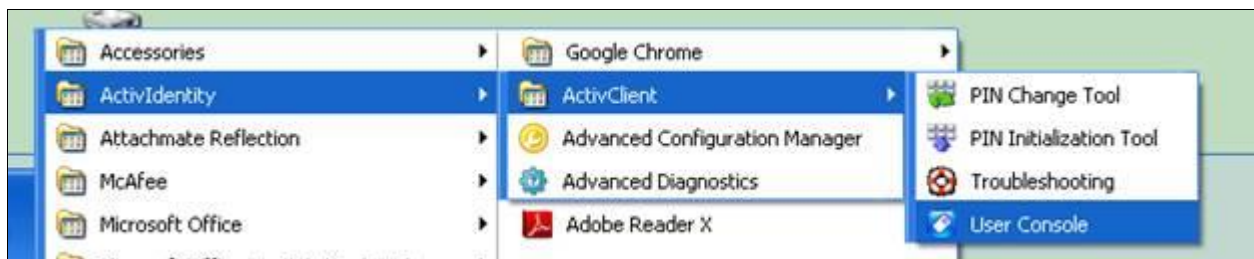
SEP Chat Survey

7. As a final step, the user will be asked to complete a survey and click 'Send.'

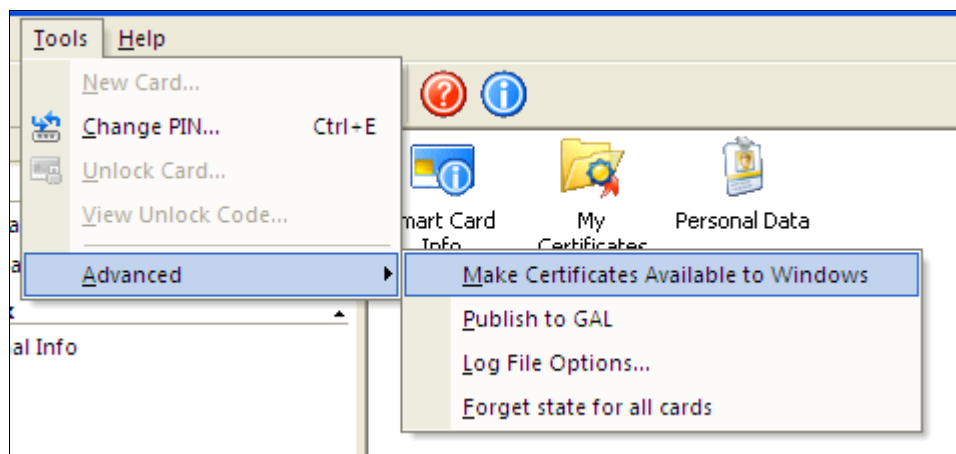
3.2 Register with PIV

NOTE: YOU MUST USE INTERNET EXPLORER WHEN YOU USE THE PKI.

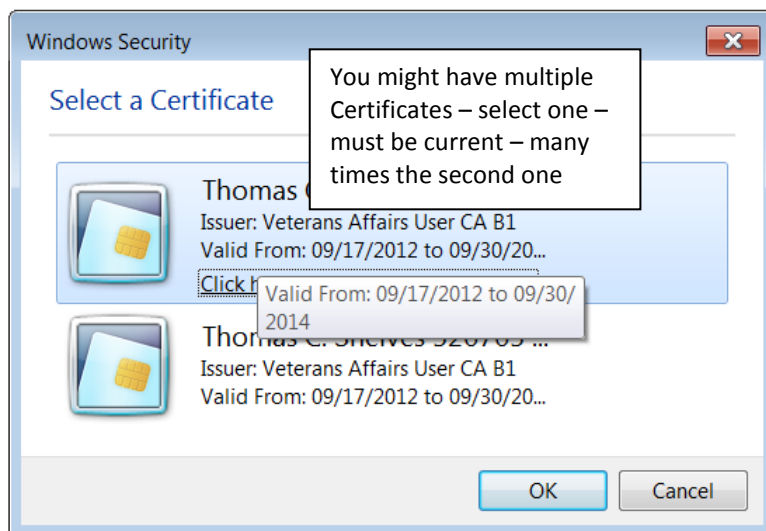
1. Ensure that your PIV card works prior to starting these steps. We suggest logging in with PIV or locking and unlocking system to ensure reader is working well with PIV and PIN.
2. Insert your PIV card into your card reader.
3. Launch ActivClient console from the Windows Start menu.



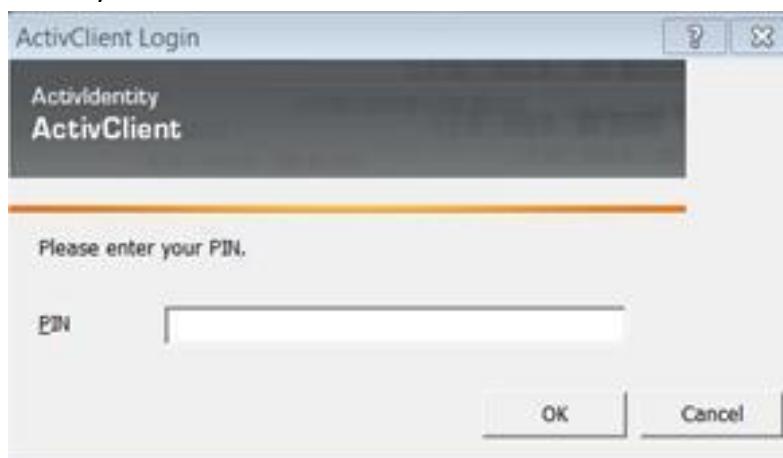
4. Click on "Tools" → "Advanced" → "Make Certificates Available To Windows."



5. Close ActivClient.
6. Launch Internet Explorer and go to <https://register.eauth.va.gov/>.
7. You will then be asked to choose the certificate (it must be a valid certificate date). When you hover over your name, it should say PIV Authentication Key. Select that Certificate and click "OK." Most users can pick the second one.
 - a. **Note:** Please do not choose the one with the ribbon on it. If you get an error with one certificate, select the other one.



8. You will need to enter your PIV PIN.



9. Click "Register Smart Card" on the right-hand side of the screen. After successful registration, your name will appear on the left-hand side of the page with a message that indicates that you have registered successfully.



The screenshot shows the U.S. Department of Veterans Affairs website. The header includes the VA logo and a search bar. The navigation menu contains links for Home, Register Smart Card, Veteran Services, Business, About VA, Media Room, Locations, and Contact Us. The main content area is divided into three columns. The left column has a header 'U.S. Department of Veterans Affairs PIV and DoD CAC Registration' and a box titled 'Your Name Appears Here' with the text: 'You have successfully registered your VA PIV card for use with authorized VA applications.' The middle column has a 'WARNING NOTICE:' section stating that the site is for public viewing and retrieving information, and that all use is considered to be understanding and acceptance that there is no reasonable expectation of privacy. The right column has a 'Register Smart Card' section with links for 'Register Smart Card', 'Smart Card CSP Logon', and 'VA Help Desk'.

10. Close Browser.

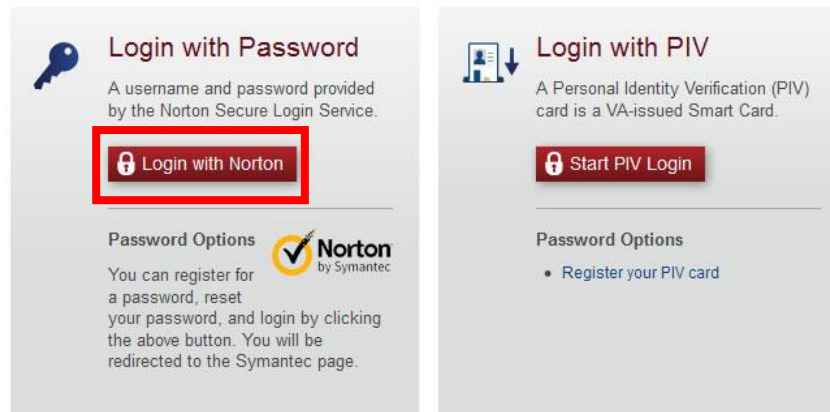
****Need to obtain ActivClient? See our FAQ on how to download ActivClient courtesy of the VA****

****Need more help? Check out our Frequently Asked Questions (FAQ) on PIV Login****

3.3 Register with Remote Identity Proofing: Obtain Symantec Credentials

1. In addition to using a PIV card, users can login to SEP with a credential provided by Symantec.
2. Open a new browser session and go to <https://www.sep.va.gov>.
3. Click on the login button. It should take you to the SEP login page.

Login to Stakeholder Enterprise Portal



The screenshot shows the login interface for the Stakeholder Enterprise Portal. It features two main login options side-by-side. The left option is 'Login with Password', which includes a key icon and a description: 'A username and password provided by the Norton Secure Login Service.' Below this, a red box highlights the 'Login with Norton' button. Underneath, there is a section for 'Password Options' with the Norton by Symantec logo and text explaining that users can register for a password, reset it, and login by clicking the button above. The right option is 'Login with PIV', which includes a PIV card icon and a description: 'A Personal Identity Verification (PIV) card is a VA-issued Smart Card.' Below this is a 'Start PIV Login' button. Underneath, there is a section for 'Password Options' with a link to 'Register your PIV card'.

4. Select the Login with Norton option. It should open the Symantec/Norton Account Sign In Page.

NOTE: To complete Norton registration process, please follow the instructions in the Symantec Credential User Guide, which is available on the FAQ page of SEP. Additionally, the link is:

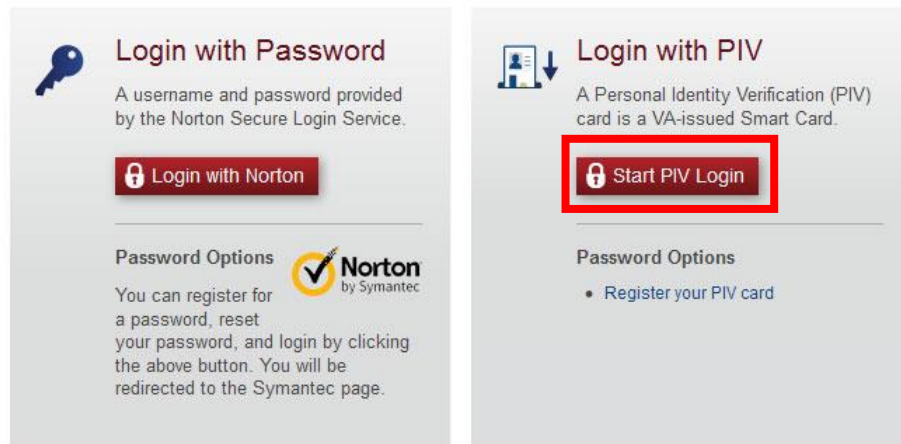
https://www.sep.va.gov/sep/ecms-proxy/document/sep/Content/downloads/Norton_Symantec_Step-by-Step_Job_Aid.pdf

****Need more help? Check out our FAQ's on Norton Symantec Login****

3.4 SEP User Login

1. Open a new browser session and go to <https://www.sep.va.gov>.
2. Click on the login button. You will be taken to the SEP login page.

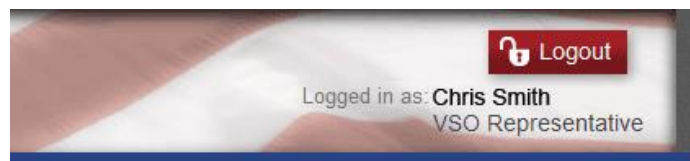
Login to Stakeholder Enterprise Portal



The screenshot shows the 'Login to Stakeholder Enterprise Portal' page. It has two main login options:

- Login with Password:** A key icon is shown. Text: 'A username and password provided by the Norton Secure Login Service.' Below is a red button with a lock icon and the text 'Login with Norton'. Underneath is a section titled 'Password Options' with the Norton by Symantec logo and text: 'You can register for a password, reset your password, and login by clicking the above button. You will be redirected to the Symantec page.'
- Login with PIV:** A PIV card icon is shown. Text: 'A Personal Identity Verification (PIV) card is a VA-issued Smart Card.' Below is a red button with a lock icon and the text 'Start PIV Login', which is highlighted with a red rectangle. Underneath is a section titled 'Password Options' with a bullet point: 'Register your PIV card'.

3. You can either login with a PIV card or login with Symantec. If you login with a PIV card, SEP will ask you for your PIV credentials and PIN number via ActivClient; if you login through Symantec, you will be redirected to the Symantec login page where you will provide your credentials.
4. After successfully logging in with either a PIV or Symantec, the user is directed to the SEP web application as a logged-in user (based upon the user's credentials as a VSO, Claims Agent or Attorney), which will be reflected in the upper right hand corner of the SEP browser screen:



5. The user is then presented with a dialog box. Select the user role from the drop down list box. The example here is for a VSO Representative:

Welcome to SEP
Access to SEP is based on your role.

What is your role?

Please Select One...
Please Select One...
VSO Representative
Exit

6. A new dialog box should display. PIV card users will see this:

Welcome to SEP
Access to SEP is based on your role.

What is your role?

VSO Representative

What is your OGC Accreditation Number?

Up to 7 numbers required.

What is your VA LAN User ID?

Up to 15 alphanumeric characters required.

What is your Station Number?

3 numbers required.

Exit << Back Next >>

7. Symantec credential users will see this and there is a separate Norton User guide for:

Welcome to SEP.
Help us understand what your role on SEP is so we can get you the proper access.

What type of user are you?

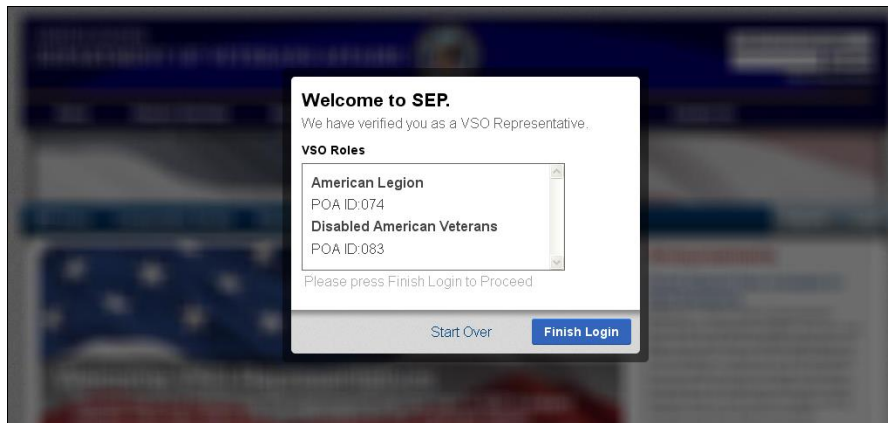
VSO Representative

What is your OGC Accreditation Number?

Up To 7 Digits.

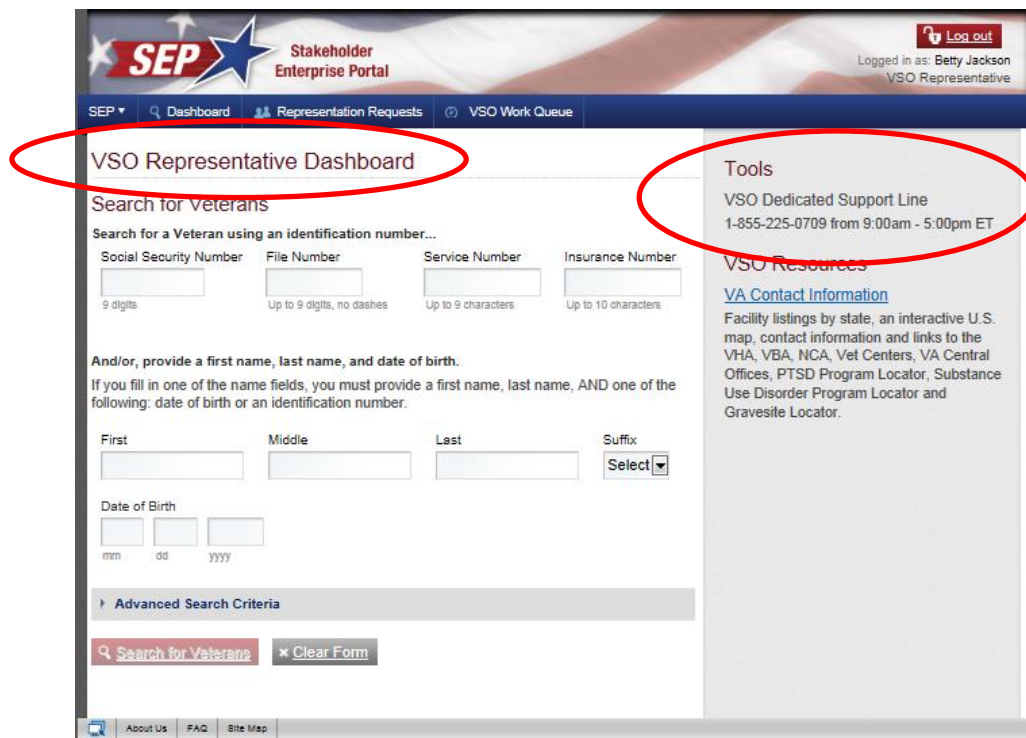
< Go Back CONTINUE

8. Enter your OGC Accreditation (Registration) number.
9. For PIV card users only, enter your VA LAN ID (sometimes called VA Login ID).
10. For PIV card users only, enter your station number in the "Station Number" field.
11. Select the "Next >>" button.
12. After selecting the "OK" button, you will be brought to a screen that displays all of your User Roles and POA associations.



13. Click on the “Finish” button.

14. You will be brought to the Dashboard screen after logging in. This screen is also the Veteran Search Page. (In the upper right-hand corner of this page is the VSO dedicated phone number. Please call this number for additional help.)



****Need more help? Check out our FAQ's on SEP Login****

4.0 Managing 21-22s

1. Only accredited VSO users who have been designated to accept or decline 21-22 requests will be able to do so through SEP.
2. To search for, manage, and review incoming 21-22s, the accredited user selects the “Representation Requests” option in the navigation bar.



4.1 Search for 21-22s

1. From the 21-22 search screen, the accredited VSO User can enter a combination of criteria to search for 21-22s from Veterans who have requested him/her as a representative.

Representation Requests

A screenshot of the 'Search For Representation Requests' form. The form is titled 'Search For Representation Requests' and has a subtitle 'One field is required'. It contains several search criteria fields: 'Requested Organization' (a dropdown menu with 'Select Organization...' as the placeholder), 'Request Status' (a dropdown menu with 'Select Status...' as the placeholder), 'Claimant Location' (a dropdown menu with 'Select a State...' as the placeholder), and 'City/Metro Area' (a text input field). There are also instructions for each field: 'Please select a State, City and Status if possible. Searching only by Organization will slow the search response time.' for 'Requested Organization', 'Please select a date range when searching for withdrawn requests.' for 'Request Status', and 'Use a comma between cities (e.g. Atlanta, Dallas).' for 'City/Metro Area'. A red button with a magnifying glass icon and the text 'Find Requests' is located below the 'City/Metro Area' field. Below the button, there is a section titled 'Use a Saved Search' with the text 'Select a link below to populate the search form with previously saved search criteria.'.

- a. Requested Organization and Requested Status are required to conduct a search.

- b. If the user only represents one Organization, there will not be a select box for Requested Organization; their single Organization will already be selected for them.
- c. A search can be conducted for 21-22s in a New, Pending, Accepted, or Declined status; a search can also be conducted for Withdrawn POAs.
- d. It is not possible to conduct a search that includes both of these types of search parameters (Withdrawn and non-Withdrawn).

Request Status

2 Selected

- ☒ New
- ☒ Pending
- ☐ Accepted
- ☐ Declined
- ☐ Withdrawn POA

Done Selecting

Please select a date range when searching for withdrawn requests.

Use a comma between cities (e.g. Atlanta, Dallas).

- e. If searching for New, Pending, Accepted, or Declined 21-22s, the user can narrow by U.S. State/ Territory. When one U.S. State is selected, the user can type in a city name (or multiple city names, separated by commas).
- f. It is not possible to search by city name when more than one U.S. State is selected. Please ensure that the city name is spelled correctly, as there is currently no spell-checker.

Claimant Location

US State/Territory

1 Selected

City/Metro Area

Los Angeles

Use a comma between cities (e.g. Atlanta, Dallas).

- g. If searching for Withdrawn POAs, the user can narrow by date range and select a beginning and end date. We recommend restricting this range to a week or smaller to ensure the timeliness of the search process.

Requested Organization

 1 Selected 

Please select a State, City and Status if possible. Searching only by Organization will slow the search response time.


Request Status

 1 Selected 

Please select a date range when searching for withdrawn requests.


Withdraw Date

Start Date

2013-1-28 

to



End Date

2013-1-29 

 Find Requests

- h. Selected search criteria can be previewed by hovering the “i” icon in the select-box.


Request Status


 2 Selected 

Please select a date range when searching for withdrawn requests.

Request Status Selected

- New
- Pending



 Find Requests

Use a comma between cities (e.g. Atlanta, Dallas).

- i. If valid criteria are met (as defined above), a set of either 21-22s or Withdrawn POAs will be returned and shown in a table below the search form.

Request Search Results

[Save This Search](#)

Showing 1-3 of 3 Veteran Search Results

Veteran/Claimant Info	Date Received	Status	Limitations of Consent
Little, Thomas J Claimant: Self Fairfax, VA 22031	01/29/2013	Pending	None
Reynolds, Alberto Claimant: Self Baltimore, MD 21284	01/18/2013	Pending	None
Montgomery, Terrence Faustino Claimant: Self FAIRFAX, VA 22030	01/29/2013	Pending	None

- j. For 21-22s, information about the Veteran, Claimant, and whether or not there are limitations of consent is indicated. If a VSO decision was made, the responsible VSO representative name is listed along with the decision date.
- k. If viewing a declined 21-22 result, hovering over the "i" icon shows the reason the 21-22 was declined by the VSO representative.
- l. Clicking the Veteran name will open the 21-22 Detail page.
- m. For Withdrawn POAs, only Veteran and Claimant information is provided; there is no detail or even a detail page. POA is considered withdrawn when a Veteran removes the organization as POA or requests POA through another organization.

Request Search Results

[Save This Search](#)

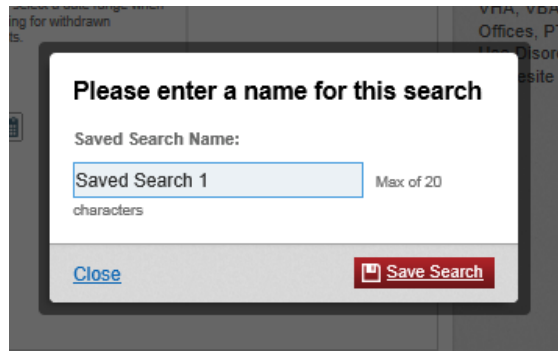
Showing 1-2 of 2 Veteran Search Results

Veteran/Claimant Info	Date Received	Status	Limitations of Consent
Russell, Jose Gary Claimant: (Self) Address	NA	Withdrawn Withdrawn on 01/29/2013	NA
Little, Thomas J Claimant: (Self) Address	NA	Withdrawn Withdrawn on 01/29/2013	NA

- n. In the event that there are many 21-22 search results, there are links to open more pages below the table of search results.

4.2 Save a Search/Recall Saved Search

1. Accredited VSO Users might find it helpful to save frequently used searches for later.
 - a. After running a search, selecting the 'Save this search' option will allow the user to name their particular search and save it to the list of saved searches.



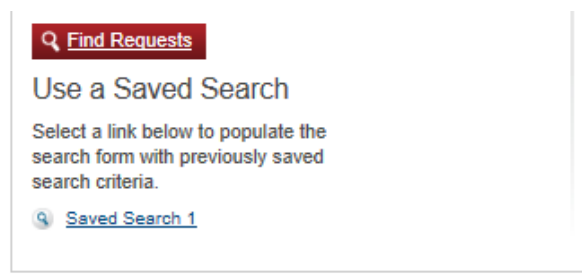
Please enter a name for this search

Saved Search Name:

Max of 20 characters

[Close](#) [Save Search](#)

- b. Up to ten searches can be saved per user and these searches are only visible to the VSO representative that saved the search.



[Find Requests](#)

Use a Saved Search

Select a link below to populate the search form with previously saved search criteria.

[Saved Search 1](#)

- c. To recall the parameters of a saved search, select the saved search on the right of the search form.
 - d. The search form will now be populated with the saved search criteria and the user can simply run their search without entering the criteria.

Representation Requests

Search For Representation Requests

One field is required

Requested Organization

1 Selected

Please select a State, City and Status if possible. Searching only by Organization will slow the search response time.

Request Status

1 Selected

Please select a date range when searching for withdrawn requests.

Withdraw Date

Start Date

2014-01-01

to

End Date

2014-03-31

Find Requests

Use a Saved Search

Select a link below to populate the search form with previously saved search criteria.

[Saved Search 1](#)

2. Saved searches can be deleted by hovering near the saved search name and selecting the Delete option. This is helpful when the list of saved searches is approaching the specified limit of ten searches.

Find Requests

Use a Saved Search

Select a link below to populate the search form with previously saved search criteria.

[Saved Search 1](#)

4.3 View 21-22 Detail

1. The detail of a 21-22 can help the Accredited VSO User make a decision. Information on the detail page includes: Veteran information, Claimant Information, Limitations of Consent, Address Update Authorization, etc.

Detail for: 6/30/2012 New Request

Capone, Anthony Jay requesting AMVETS

Action:	<input type="button" value="ACCEPT REQUEST"/> -OR- <input type="button" value="DECLINE REQUEST"/>	Go back to search results
Claim Information		
Date Request Received	6/30/2012	
Request Status	New	
Sharing of PHI	Not Authorized	
Limitations of Consent	Drug Abuse, Infection with HIV, Sickle Cell Anemia	
Change of Address	Not Authorized	
Veteran Information		
Veteran Name	Capone, Anthony Jay	
VA File Number	XX-XXX-123	
Social Security Number	XXX-XX-1234	

Viewing History
You are the first VSO Representative to view this request.

- a. The status of the 21-22 is very important.
- b. A 'new' status indicates that the user is the first to view this new 21-22 (no prior user has looked at the details).
- c. A 'pending' status indicates that other users have reviewed the 21-22 but did not make a decision on it.
- d. The 'accepted' and 'declined' statuses are self-explanatory. With each of these, the user that made a decision is listed, as well as the date and time of the decision.

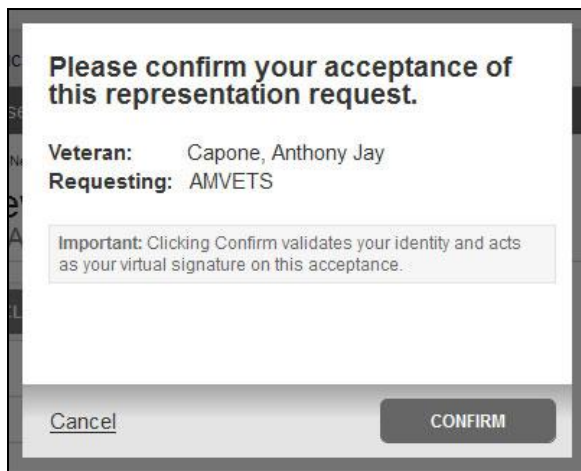
4.4 Accept or Decline 21-22

1. Only VSO users that are authorized to accept or decline 21-22s on behalf of their organization are able to see the “Accept” and “Decline” buttons at the top of the 21-22 detail screen.
2. To accept or decline a 21-22, select one of the options at the top of the detail screen.



A horizontal bar with a light gray background. On the left, the text "Action:" is followed by two buttons: "ACCEPT REQUEST" and "DECLINE REQUEST", separated by a "-or-" separator. To the right of these buttons is a link that says "Go back to search results".

- a. To accept a 21-22, select the ‘Accept’ option at the top of the detail screen.



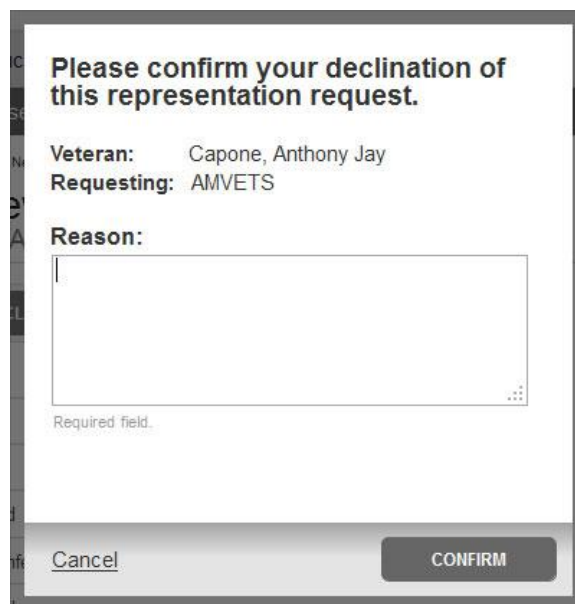
A modal dialog box with a white background and a gray border. The title is "Please confirm your acceptance of this representation request." Below the title, it says "Veteran: Capone, Anthony Jay" and "Requesting: AMVETS". A note in a light gray box states: "Important: Clicking Confirm validates your identity and acts as your virtual signature on this acceptance." At the bottom, there are two buttons: "Cancel" and "CONFIRM".

3. Note: Clicking the “Confirm” option validates the user’s identity of and acts as the user’s virtual signature on this acceptance.
 - a. After confirming the acceptance of the 21-22, the detail page will reload and show the new status.
 - b. **NEW:** SEP will now be able to notify the Veteran in the Secure Messaging center of their eBenefits account that their 21-22 request was accepted.
 - c. The user can now return to the 21-22 search results screen and evaluate other 21-22 requests.

4. To decline a 21-22, select the ‘Decline’ option at the top of the detail screen.

Action: [ACCEPT REQUEST](#) -or- [DECLINE REQUEST](#) [Go back to search results](#)

- a. A reason for why this 21-22 is declined must be specified by the VSO representative. After entering a reason, the VSO can confirm the decline action.



The screenshot shows a modal dialog box with the title "Please confirm your declination of this representation request." Below the title, it displays "Veteran: Capone, Anthony Jay" and "Requesting: AMVETS". There is a "Reason:" label followed by a large, empty text input field. Below the input field, the text "Required field." is visible. At the bottom of the dialog, there are two buttons: "Cancel" and "CONFIRM".

5. After confirming the decline action on the 21-22, the detail page will reload and show the new status.
 - a. **NEW:** SEP will now be able to notify the Veteran in the Secure Messaging center of their eBenefits account that their 21-22 request was declined.
 - b. The VSO Representative can now return to the 21-22 search results screen and evaluate other 21-22 requests.

****Need more help? Check out our FAQ's on accepting and rejecting 21-22's ****

5.0 SEP Dashboard

After successfully logging in, the user is automatically directed to the **Search for Veterans** page, also known as the SEP Dashboard. As a VSO user, the SEP VSO Representative Dashboard will look like this:

The screenshot shows the VSO Representative Dashboard. At the top, the SEP logo and 'Stakeholder Enterprise Portal' are visible. The user is logged in as 'Betty Jackson, VSO Representative'. The dashboard includes a 'Search for Veterans' section with fields for Social Security Number, File Number, Service Number, and Insurance Number. It also has fields for First, Middle, Last, and Suffix names, and a Date of Birth field. A 'Search for Veterans' button and a 'Clear Form' button are at the bottom of the search section. On the right, there are 'Tools' and 'VSO Resources' sections. The 'Tools' section includes the VSO Dedicated Support Line (1-855-225-0709) and the VSO Representative's name. The 'VSO Resources' section includes a link to 'VA Contact Information' and a description of the facility listings by state.

As an Attorney or Claim Agent User, the Representative Dashboard will look like this:

The screenshot shows the Representative Dashboard for an Attorney or Claim Agent User. The layout is similar to the VSO Representative Dashboard, but the user is logged in as 'Jacquelyn Rutland, Attorney'. The 'Search for Veterans' section is identical. The 'Tools' section includes the VSO Dedicated Support Line (1-855-225-0709) and a link to 'Return to AccessVA'. The 'VSO Resources' section includes a link to 'VADIR Error?' and a description of the VADIR error and how to resolve it.

5.1 Veteran Search

Veteran Search enables users to search for a Veteran using additional search criteria; this enables them to locate the specific person for whom they have POA authority to represent, in order to manage VA-related business.

1. From the SEP Dashboard screen, enter the Veteran's Social Security Number, File Number, Service Number or Insurance Number. Only one is necessary.
 - a. If valid criteria are met, a Veteran record from the web service and several data elements for the Veteran will be returned.

The screenshot displays the 'VSO Representative Dashboard' within the 'SEP Stakeholder Enterprise Portal'. The user is logged in as 'Betty Jackson, VSO Representative'. The dashboard features a navigation bar with links to 'Dashboard', 'Representation Requests', and 'VSO Work Queue'. The main section is titled 'Search for Veterans' and includes a prompt: 'Search for a Veteran using an identification number...'. Below this, there are four input fields: 'Social Security Number' (9 digits), 'File Number' (Up to 9 digits, no dashes), 'Service Number' (Up to 9 characters), and 'Insurance Number' (Up to 10 characters). An alternative search method is provided: 'And/or, provide a first name, last name, and date of birth.' This section includes fields for 'First', 'Middle', 'Last', and 'Suffix' (with a 'Select' dropdown), and a 'Date of Birth' field (mm/dd/yyyy). A link to 'Advanced Search Criteria' is visible. At the bottom of the search section are 'Search for Veterans' and 'Clear Form' buttons. A sidebar on the right contains 'Tools' (VSO Dedicated Support Line: 1-855-225-0709 from 9:00am - 5:00pm ET) and 'VSO Resources' (including a link to 'VA Contact Information' and a description of facility listings and various locators).

2. Users will click the '**Advanced Search Criteria**' if they need more options to find a Veteran. The Advanced Search Criteria option provides additional search criteria fields.

Note: There are fields that have been added such as Service Number, Insurance Number, First, Middle, Last and Date of Birth.

SEP Stakeholder Enterprise Portal

Log out
Logged in as: Betty Jackson
VSO Representative

SEP Dashboard Representation Requests VSO Work Queue

VSO Representative Dashboard

Search for Veterans

Search for a Veteran using an identification number...

Social Security Number: 9 digits
File Number: Up to 9 digits, no dashes
Service Number: Up to 9 characters
Insurance Number: Up to 10 characters

And/or, provide a first name, last name, and date of birth.
If you fill in one of the name fields, you must provide a first name, last name, AND one of the following: date of birth or an identification number.

First: Middle: Last: Suffix: Select

Date of Birth: mm dd yyyy

Advanced Search Criteria

Search for Veterans Clear Form

Tools
VSO Dedicated Support Line
1-855-225-0709 from 9:00am - 5:00pm ET

VSO Resources
[VA Contact Information](#)
Facility listings by state, an interactive U.S. map, contact information and links to the VHA, VBA, NCA, Vet Centers, VA Central Offices, PTSD Program Locator, Substance Use Disorder Program Locator and Gravesite Locator.

About Us FAQ Site Map

3. After users enter the information as prompted by the screen instructions, they click '**Search for Veterans**'.
4. If they choose '**Clear Form**', all information entered in the fields is automatically cleared, and the user remains on the Dashboard screen.

****Need more help? Check out our FAQ's on Veteran searches ****

5.2 Claim Status

1. An SEP user is allowed to view the Claim Status of Veterans who have granted them Power of Attorney (POA). A Veteran must also have authorized the VSO, Attorney or Claim Agent to view health information via VA Form 21-22.
 - a. To see the Claim Status of an individual, the approved Representative selects the "Claim Status" option from the "Actions" drop-down menu. The "Actions" drop-down menu is found in the "Veteran Search Results."

[Change Search Criteria](#)

Showing 1 Search Result

Name	Birthdate	SSN	Location	Represented Through	Veteran Actions
Buckley, Brandon	02/15/1974	XXX-XX-0124	WICHITA, KS	American Legion	Actions

[VA Contact Information](#)

Facility listings by state, an interactive U.S. map, contact information and links to the VHA, VBA, NCA, Vet Centers, VA Central Offices, PTSD Program Locator, Substance Use Disorder Program Locator and Gravesite Locator.

[About Us](#) | [FAQ](#) | [Site Map](#)

[VA Home](#) | [Privacy](#) | [FOIA](#) | [Facility Locator](#) | [Web Policies](#) | [Notices](#) | [No FEAR Act](#) | [Site](#)

U.S. Department of Veterans Affairs – 810 Vermont

Reviewed/Updated Date: Not

[Access Online Forms](#) »
[View VA Form 21-526, 21-686c & more](#)

[View Claim Status](#) »
[Review status of open & historical claims](#)

[View Payment History](#) »
[Review accepted & returned payments](#)

[History](#) | [Inspector General](#) | [KnowVA](#)

- b. The system presents a default Claim Status page. A current summary of open claims is displayed as well as historical claims, if they are available.



Stakeholder Enterprise Portal

Logged in as: **Betty Jackson**
VSO Representative

[Log out](#)

SEP ▾ [Dashboard](#) [Representation Requests](#) [VSO Work Queue](#)

Currently Representing: MARSHALL, VERA SSN: XXX-XX-7498 Location: FONTAINEBLEAU Represented Through: American Legion

[Dashboard](#) [Print-Friendly View](#)

Claims Status Summary for MARSHALL, VERA

Claims Status Process

Claim Received

Under Review

Gathering of Evidence

Review of Evidence

Preparation for Decision

Pending Decision Approval

Preparation for Notification

Complete

Open Claims

Date of Claim	Estimated Claim Completion Date	Status	Claim Type	Updates	Actions
04/06/2014	At this time, your Regional Office is unable to provide an estimated completion date for this type of claim	CLAIM RECEIVED			Upload Documentation
04/05/2014	At this time, your Regional Office is unable to provide an estimated completion date for this type of claim	UNDER REVIEW			Upload Documentation
04/05/2014	At this time, your Regional Office is unable to provide an estimated completion date for this type of claim	UNDER REVIEW			Upload Documentation DBOs Recommended

[Show All Items](#) You have 17 additional items not currently displayed.

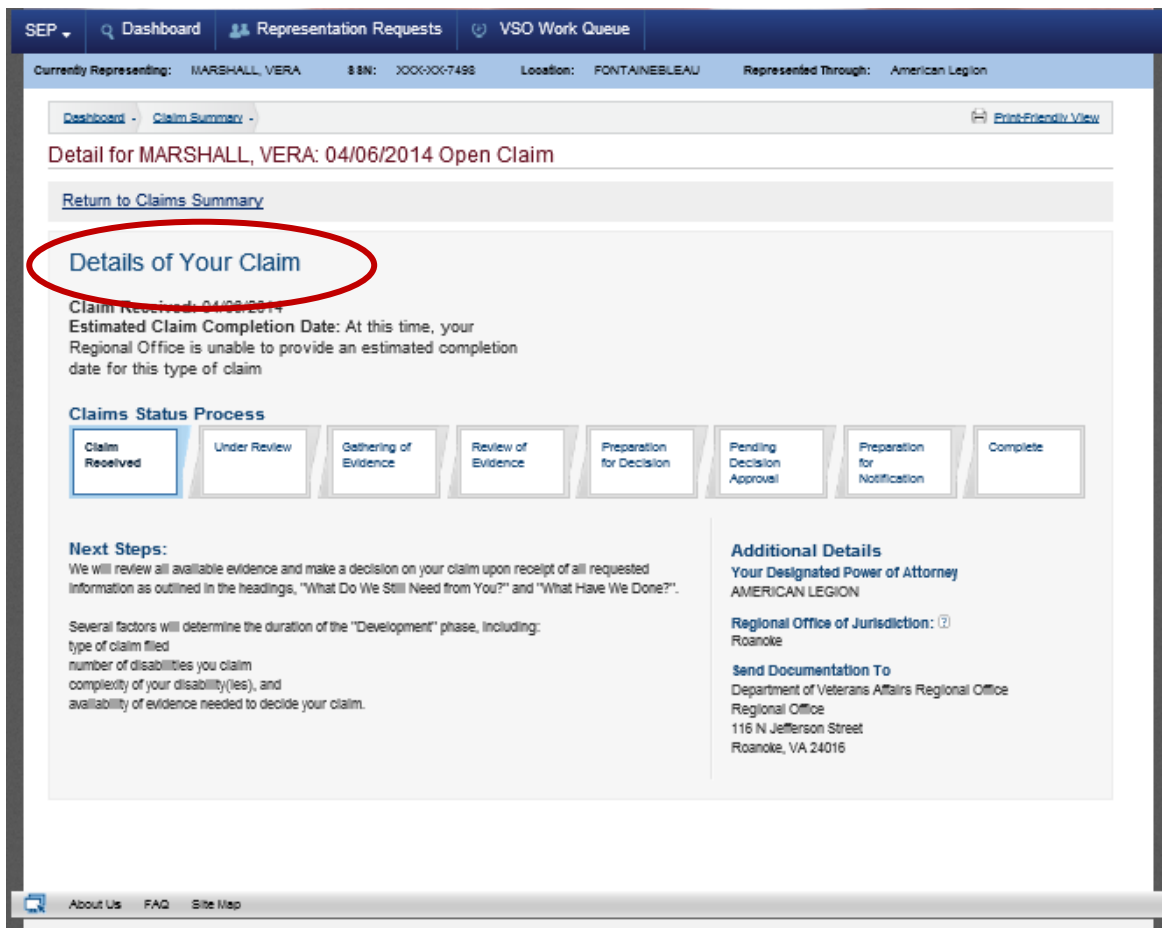
Historical Claims

Please be advised that Historical Claims will show claims that were closed on or after January 1, 2008. If you have a question concerning a claim that was closed prior to this date, please contact our toll free number at 1-800-827-1000.

Date of Claim	Type of Claim	Date Closed	Updates
04/06/2014	Dependency	04/06/2014	Appeal is Possible Decision Notification Sent
04/05/2014	Dependency	04/05/2014	Appeal is Possible Decision Notification Sent
03/31/2014		03/31/2014	Appeal is Possible

[Show All Items](#) You have 152 additional items not currently displayed.

2. To see the details of an individual claim, the approved user selects the date of the claim. The system then presents a Claim Detail page. The Claim Detail page lists the status of the selected claim in timeline format.



3. Beneath the timeline, the system presents a “Next Steps” text box, which lists the remaining steps the user must take in order to complete the claim.

Currently Representing: MARSHALL, VERA SSN: XXX-XX-7498 Location: FONTAINEBLEAU Represented Through: American Legion

[Dashboard](#) - [Claim Summary](#) - [Print Friendly View](#)

Detail for MARSHALL, VERA: 04/05/2014 Open Claim

[Return to Claims Summary](#)

Details of Your Claim

Claim Received: 04/05/2014
 Estimated Claim Completion Date: At this time, your Regional Office is unable to provide an estimated completion date for this type of claim

Contentions: Varicose Veins (Increase), Anemia Hypochromatic-Microcytic and Megaloblastic (Increase), Hepatitis C (related to: Hepatitis C) (New), Specially Adapted Housing (New)

Claims Status Process

Claim Received	Under Review	Gathering of Evidence	Review of Evidence	Preparation for Decision	Pending Decision Approval	Preparation for Notification	Complete
----------------	---------------------	-----------------------	--------------------	--------------------------	---------------------------	------------------------------	----------

Next Steps:

We will review all available evidence and make a decision on your claim upon receipt of all requested information as outlined in the headings, "What Do We Still Need From You?" and "What Have We Done?".

Several factors will determine the duration of the "Development" phase, including:

- type of claim filed
- number of disabilities you claim
- complexity of your disability(ies), and
- availability of evidence needed to decide your claim.

Additional Details

Your Designated Power of Attorney
AMERICAN LEGION

Regional Office of Jurisdiction: Roanoke

Send Documentation To
 Department of Veterans Affairs Regional Office
 Regional Office
 116 N Jefferson Street
 Roanoke, VA 24016

What Do We Still Need From You? Your Attention Is Needed Upload Documentation

The following list displays all of your recommended Disability Benefits Questionnaires (DBQs) that will aid in the processing of your claim. Download each and take them to your physician. Upload any recommended DBQs that your physician has completed. Any recommended DBQ form that requires additional supporting documentation (e.g., Soar, Eye) will be noted in Special Instructions with that DBQ Form.

- [Varicose veins: Artery and Vein Conditions \(Vascular Diseases Including Varicose Veins\)](#)
- [Anemia: Hematologic and Lymphatic Conditions, Including Leukemia](#)

4. The bottom section contains items that the VA has requested from the Veteran. These items are generally supporting documentation for the respective claim and are required (unless otherwise indicated) in order to fulfill it.

****Need more help? Check out our FAQ on Disability Questionnaires (DBQ's) ****

5. The items highlighted in yellow are urgent or past due.

04/22/2013	At this time, your Regional Office is unable to provide an estimated completion date for this type of claim	PENDING DECISION APPROVAL	Appeal		Upload Documentation
04/21/2013	01/26/2014 to 12/09/2014	GATHERING OF EVIDENCE	Compensation	Evidence Needed from You Evidence Requested is Past Due Development Letter Sent	Upload Documentation View Required Evidence
04/20/2013	At this time, your Regional Office is unable to provide an estimated completion date for this type of claim	GATHERING OF EVIDENCE	Dependency		Upload Documentation
04/12/2013	At this time, your Regional Office is unable to provide an estimated completion date for this type of claim	GATHERING OF EVIDENCE	Compensation	Evidence Needed from You Evidence Requested is Past Due Development Letter Sent	Upload Documentation View Required Evidence

5.3 View DIC Claims Status as an SEP User

1. SEP Users can view claims status on Dependency and Indemnity Compensation claims to track progress. They can view the claims status summary and detail pages for a Veteran for whom they have POA authority.
2. SEP Users can also view the status, claims status summary and detail information for the Dependency, Initial S/C Death, Initial S/C Death or Pension and New or Re-opened DIC claims types.

Note: The spouse or dependent must also be a Veteran in order to be represented by the user, and the spouse or dependent must have previously submitted DIC claims.

Stakeholder

Enterprise Portal

Log out

Logged in as: Betty Jackson

VSO Representative

SEP

Dashboard

Representation Requests

VSO Work Queue

Currently Representing: MARSHALL, VERA

SSN: XXXXX-7498

Location: FONTAINEBLEAU

Represented Through: American Legion

Dashboard

Print-Friendly View

Claims Status Summary for MARSHALL, VERA

Claims Status Process

Claim Received

Under Review

Gathering of Evidence

Review of Evidence

Preparation for Decision

Pending Decision Approval

Preparation for Notification

Complete

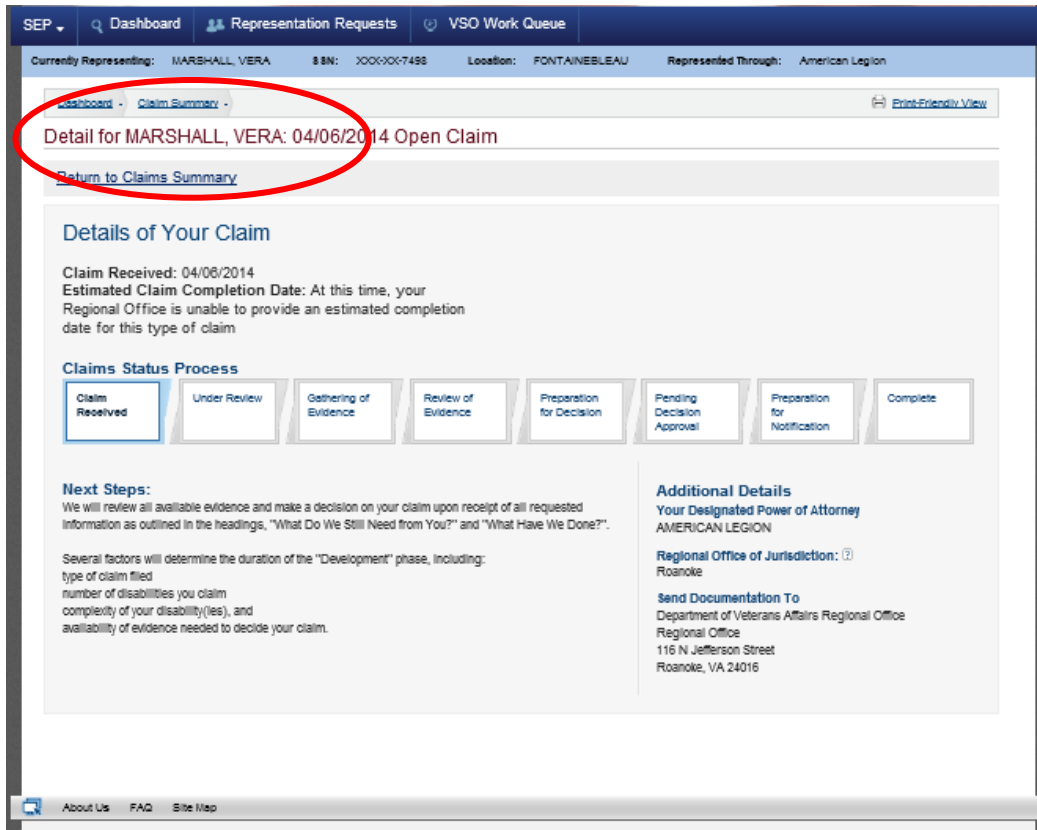
Open Claims

Date of Claim	Estimated Claim Completion Date	Status	Claim Type	Updates	Actions
04/06/2014	At this time, your Regional Office is unable to provide an estimated completion date for this type of claim	CLAIM RECEIVED			Upload Documentation
04/05/2014	At this time, your Regional Office is unable to provide an estimated completion date for this type of claim	UNDER REVIEW			Upload Documentation
04/05/2014	At this time, your Regional Office is unable to provide an estimated completion date for this type of claim	UNDER REVIEW			Upload Documentation DBQs Recommended

[Show All Items](#)
You have 17 additional items not currently displayed.

SEP Claims Status Summary Screen

- Users click on the link for the '**Date of Claim**' to view detailed information for that claim.



SEP Claim Details Screen

5.4 Payment History

1. An SEP user is allowed to perform several functions on behalf of the Veteran for whom they have POA. The first function that is available is Payment History.
2. To view payment history for Veterans, select the "Payment History" from the "Actions" drop-down. The "Actions" drop-down is found in the "Veteran Search Results" section.

[Change Search Criteria](#)

Showing 1 Search Result

Name	Birthdate	SSN	Location	Represented Through	Veteran Actions
Buckley, Brandon	02/15/1974	XXX-XX-0124	WICHITA, KS	American Legion	Actions

[VA Contact Information](#)

Facility listings by state, an interactive U.S. map, contact information and links to the VHA, VBA, NCA, Vet Centers, VA Central Offices, PTSD Program Locator, Substance Use Disorder Program Locator and Gravesite Locator.

- [Access Online Forms »](#)
View VA Form 21-526, 21-888c & more
- [View Claim Status »](#)
Review status of open & historical claims
- [View Payment History »](#)
Review accepted & returned payments

- The system presents default view for payments with a date range from January of the current year to the present month.

Currently Representing: MARSHALL, VERA SSN: XXX-XX-7498 Location: WASHINGTON, DC Represented Through: American Legion

[Dashboard](#) Payment History for: MARSHALL, VERA [Print-Friendly View](#)

Payment History for: MARSHALL, VERA

Payments

Viewing history from: Feb, 13 To: Apr, 14



Payment Date	Payment Amount	Payment Type	Payment Method
04/01/2014	\$1,580.00	Compensation & Pension - Recurring	Mailed Check
04/01/2014	\$130.94	Compensation & Pension - Recurring	Direct Deposit
02/28/2014	\$1,580.00	Compensation & Pension - Recurring	Mailed Check
02/28/2014	\$130.94	Compensation & Pension - Recurring	Direct Deposit
01/31/2014	\$1,580.00	Compensation & Pension - Recurring	Mailed Check
01/31/2014	\$130.94	Compensation & Pension - Recurring	Direct Deposit

Tools

VSO Dedicated Support Line
1-855-225-0709 from 9:00am - 5:00pm ET

VSO Resources

[VA Contact Information](#)

Facility listings by state, an interactive U.S. map, contact information and links to the VHA, VBA, NCA, Vet Centers, VA Central Offices, PTSD Program Locator, Substance Use Disorder Program Locator and Gravesite Locator.

- Returned Payments are also displayed if they are available, with their own date range controls (drop-down lists and slider).

5.5 View DIC Payments as an SEP User

- a. SEP users can access the payment history for a Veteran, view Dependency and Indemnity Compensation payments for a Veteran's surviving spouse or for a dependent of a deceased Veteran for whom they have POA authority.

Currently Representing: MARSHALL, VERA SSN: XXX-XX-7498 Location: WASHINGTON, DC Represented Through: American Legion

[Dashboard](#) Payment History for: MARSHALL, VERA [Print-Friendly View](#)

Payment History for: MARSHALL, VERA

Payments

Viewing history from: To:

02/201304/2014

Payment Date	Payment Amount	Payment Type	Payment Method
04/01/2014	\$1,580.00	Compensation & Pension - Recurring	Mailed Check
04/01/2014	\$130.94	Compensation & Pension - Recurring	Direct Deposit
02/28/2014	\$1,580.00	Compensation & Pension - Recurring	Mailed Check
02/28/2014	\$130.94	Compensation & Pension - Recurring	Direct Deposit
01/31/2014	\$1,580.00	Compensation & Pension - Recurring	Mailed Check
01/31/2014	\$130.94	Compensation & Pension - Recurring	Direct Deposit

Tools

VSO Dedicated Support Line
1-855-225-0709 from 9:00am - 5:00pm ET

VSO Resources

[VA Contact Information](#)
Facility listings by state, an interactive U.S. map, contact information and links to the VHA, VBA, NCA, Vet Centers, VA Central Offices, PTSD Program Locator, Substance Use Disorder Program Locator and Gravesite Locator.

SEP Payment History Summary Screen

5.6 View Modifications to Payments as an SEP User

1. SEP users with appropriate POA authority can view modifications made to a Veteran's payment history. This will help them explain to a Veteran how the net payment amount resulted from the gross payment amount.
2. SEP users initially view a summary of payments and returned payments; from that view, they may select a specific payment to see more details for that payment.
3. Payment details include reductions and/or increases from the gross payment, as well as bank or check payment information.
4. A change has been made in the disclaimer notice, and a new '**Return Date**' column has been added on the payment summary page for returned payments.

Returned Payments

From: To:

<div><div></div><div>09/2011</div><div></div><div>05/2013</div></div>				
Payment Date	Payment Amount	Payment Type	Payment Method	Return Date
09/08/2011	\$845.00	Retroactive - C&P	Mailed Check	09/22/2011

About Payments

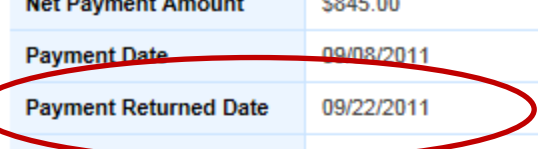
Disclaimer: Detailed information on some benefit payments may not be available online. For example, payments made in amounts owed less than \$1 for direct deposit or \$5 for mailed checks will not be displayed in the Veteran's online payment history. Gross payments and modifications will display only for regular and irregular compensation payments. If you (VSO) or the Veteran have questions about payments made by VA, please call the VA Help Desk at 1-800-827-1000.

Payment Dates: VA pays benefits on the first of each month for the previous month. But if the first falls on a weekend or holiday, payment is the last business day of the previous month.

Example: If May 1 is a Saturday, so benefits would be paid on Friday, April 30.

5. A new '**Payment Returned Date**' row has also been added on the payment summary page for returned payments.

Details on your Retroactive - C&P Payment



Net Payment Amount	\$845.00
Payment Date	09/08/2011
Payment Returned Date	09/22/2011
Payment Type	Retroactive - C&P
Payment Method	Mailed Check
Check / Trace Number	1313133
Check Recipient	TANYA WILLIS
Address Line 1	8845 BAILEY LANE
Address Line 2	FAIRFAX VA
Zip Code	22031

About Returned Payments

Disclaimer: Detailed information about some benefits payments may not be available online. For example payments made in amounts less than \$1 for direct deposit or \$5 for mailed checks will not be displayed in your online payment history. Gross payments and modifications will display only for regular and irregular compensation payments. If you have questions about payments made by VA please call the VA Help Desk at 1-800-827-1000.

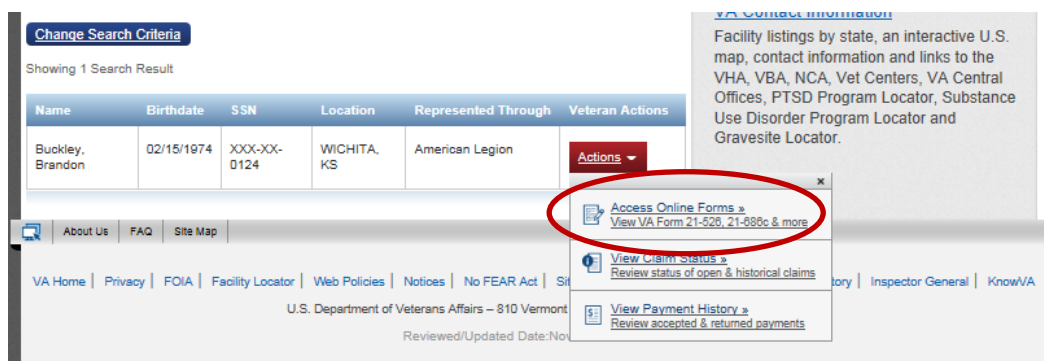
Six Years Available: Returned payment information is available for 6 years from the date the payment was issued.

Before Reporting Non-Receipt: Please wait at least 3 business days (Monday-Friday) before reporting non-receipt of a payment as check tracing cannot be initiated before that period. To report non-receipt after 3 business days call 1-800-827-1000 with the Veteran's Social Security Number or VA Claim Number, the Veteran's address and (for direct deposit payments) the Veteran's account information.

If Check is Found: If the original check is found or received, the Veteran must return the original check to the Treasury Department and await receipt of the replacement check. If both checks are negotiated, then the Veteran will be responsible for the duplicate payment. The Veteran will receive a letter from the Debt Management Center with instructions concerning collection.

5.7 Access Online Forms

1. An SEP User is allowed to access online forms through the Electronic Claims Submission Process dashboard for those Veterans who have granted them Power of Attorney (POA). A Veteran must also have authorized the user to view health information via VA Form 21-22.
 - a. To access an individual's online forms, the approved SEP user selects the "View Online Forms" option from the "Actions" drop-down menu. The "Actions" drop-down menu is found in the Veteran Search Results.



- b. The system presents the Online Application Dashboard of the selected Veteran.

SEP ▾ Dashboard Representation Requests VSO Work Queue

Currently Representing: BUCKLEY, BRANDON SSN: XXXXX-0124 Location: WICHITA, KS Represented Through: American Legion

Online Applications Dashboard

We are building a library of benefit-related applications to enable you to apply for and manage your benefits online. Here you can save, complete, and submit applications; apply to update your benefits; release medical information; or appoint a representative.

Start a New Application

Dependent Benefits

Select this application to manage the list of dependents you claim as part of your benefits profile.

[Apply Now](#)

Compensation Benefits

Select this application to apply for, or manage, your compensation benefits.

[Apply Now](#)

Request for Representative

Claimants appoint representatives to serve as Power of Attorney (POA) and act on their behalf in the preparation, presentation, and prosecution of claims for VA benefits (38 U.S.C. 5902, 5903, and 5904).

[Apply Now](#)

Release Medical Records

Select this application to authorize non-VA medical centers to release medical information to the VA.

[Apply Now](#)

Open Applications

You can edit your open applications at anytime. If a Veteran Service Organization (VSO) is completing or reviewing your application, you should contact your VSO before submitting. Note that unsubmitted applications will be deleted when they expire.

Application Type ▾	Status	Created ◇	Last Updated ◇	Last Opened ◇	Expires ◇	Actions
Compensation Benefits	Pending VSO Review	Mar 28, 2014	Apr 1, 2014	Apr 1, 2014	Mar 28, 2015	Continue Delete
Increased Compensation Based on Unemployability	Open	Dec 11, 2013	Dec 11, 2013	Dec 11, 2013	Dec 11, 2014	Continue Delete
Post Traumatic Stress Disorder (PTSD) Statement	Open	Dec 11, 2013	Dec 11, 2013	Dec 11, 2013	Dec 11, 2014	Continue Delete

- c. A current summary of open, submitted, and completed applications/forms is displayed, as well as the ability to start a new online form. Open applications are displayed in descending order from newest to oldest.

Note: The forms available through SEP are the same as those available to the Veteran on eBenefits. SEP users will be able to complete these forms, such as the 21-526, and submit back to the Veteran through eBenefits for the Veteran's electronic signature and final submission to the VA. Some forms will not require the Veteran's electronic signature and may be submitted directly by the user.

****Need more help? Check out our FAQ on Available forms in SEP ****

6.o SEP User May Upload Documents on Behalf of a Veteran

1. In order to move benefits claims forward, users may upload documents on behalf of a Veteran for whom they have POA authority.
2. To upload documents for a Veteran, users:
 - a. Log into SEP and search for the Claimant's record.
 - b. Select one of the Claimant's claims from the Compensation and Pension (C&P) Claims Status feature.
 - c. Select the "Upload a Document" option.
 - d. The Claimant must be a Veteran for whom the user has POA authority. Users search using the Claimant's identifying information to pull up the corresponding claims.

Note: The Claimant must have previously submitted a claim that is *not yet in the "Complete" Phase*.

04/22/2013	At this time, your Regional Office is unable to provide an estimated completion date for this type of claim	PENDING DECISION APPROVAL	Appeal		Upload Documentation
04/21/2013	01/26/2014 to 12/09/2014	GATHERING OF EVIDENCE	Compensation	Evidence Needed from You Evidence Requested is Past Due Development Letter Sent	Upload Documentation View Required Evidence
04/20/2013	At this time, your Regional Office is unable to provide an estimated completion date for this type of claim	GATHERING OF EVIDENCE	Dependency		Upload Documentation
04/12/2013	At this time, your Regional Office is unable to provide an estimated completion date for this type of claim	GATHERING OF EVIDENCE	Compensation	Evidence Needed from You Evidence Requested is Past Due Development Letter Sent	Upload Documentation View Required Evidence
04/03/2013	At this time, your Regional Office is unable to provide an estimated completion date for this type of claim	PENDING DECISION APPROVAL	Compensation		Upload Documentation
04/02/2013	At this time, your Regional Office is unable to provide an estimated completion date for this type of claim	GATHERING OF EVIDENCE	Compensation and Pension	Evidence Needed from You Evidence Requested is Past Due Development Letter Sent	Upload Documentation View Required Evidence
04/01/2013	At this time, your Regional Office is unable to provide an estimated completion date for this type of claim	CLAIM RECEIVED	Predetermination		Upload Documentation

SEP Document Upload

1. From the Claims Summary Page, once the user selects the 'Upload Documentation' link and then the 'Upload Documentation' page will be displayed, as illustrated below.

SEP ▾ Dashboard Representation Requests VSO Work Queue

Currently Representing: WILLIAMS, VERA SSN: XXX-XX-8381 Location: ANNANDALE, VA Represented Through: American Legion

Dashboard Claim Summary Return to your claim received on 04/01/2014 Print-Friendly View

Compensation and Pension Claim Status

Upload Documentation

Step 1 of 2: Add Your Documents

There are restrictions on the size and type.

- The maximum document size is **5MB**.
- Valid document file formats: PDF (unlocked), GIF, TIFF, TIF, JPEG, JPG, BMP and TXT.

For more information about the C&P Claims process, [ask IRIS](#), VA's Inquiry Routing & Information System. Enter search term "Claims" or [ask a question](#) to receive a prompt response from the IRIS Help Desk.

Where to send your documents if you are unable to upload them:
 Department of Veterans Affairs
 Regional Office
 116 N Jefferson Street
 Roanoke, VA 24016

Requested Items (0)	Add Documents
<p>Please send us any recommended Disability Benefits Questionnaires (DBQs) that your physician has completed that will aid in the processing of your claim.</p> <p> Paralysis of the upper radicular nerve group: Peripheral Nerve Conditions (Not Including Diabetic Sensory-Motor Peripheral Neuropathy)</p>	<div style="border: 1px solid #0056b3; border-radius: 5px; background-color: #0056b3; color: white; text-align: center; padding: 5px; margin-bottom: 10px;"> Add a document for this item... </div>
<p>Any additional documentation that you think will support your claim.</p>	<div style="border: 1px solid #0056b3; border-radius: 5px; background-color: #0056b3; color: white; text-align: center; padding: 5px;"> Add a document for this item... </div>

Upload Documentation

Note: The '**Requested Items**' may vary from claim to claim, and each claim may have several different items requested.

2. The user clicks the '**Add a document for this item...**' button. The pop-up window is then shown, prompting the user to **select a file** to upload from a local device.
3. For each requested item, the user will have the 'Add a document for this item' option.
4. The file name of the selected file will appear, along with a drop down menu, as shown below.
5. The user must then select a **Label Association** for the document from the drop down menu.

SEP ▾ Dashboard Representation Requests VSO Work Queue

Currently Representing: WILLIAMS, VERA SSN: XXX-XX-8391 Location: ANNANDALE, VA Represented Through: American Legion

Dashboard Claim Summary Return to your claim received on 04/01/2014 Print-Friendly View

Compensation and Pension Claim Status

Upload Documentation

Step 1 of 2: Add Your Documents

There are restrictions on the size and type.

- The maximum document size is **5MB**.
- Valid document file formats: PDF (unlocked), GIF, TIFF, TIF, JPEG, JPG, BMP and TXT.

For more information about the C&P Claims process, [ask IRIS](#), VA's Inquiry Routing & Information System. Enter search term "Claims" or [ask a question](#) to receive a prompt response from the IRIS Help Desk.

Where to send your documents if you are unable to upload them:
 Department of Veterans Affairs
 Regional Office
 116 N Jefferson Street
 Roanoke, VA 24016

Requested Item	Select Document
Peripheral Nerve Conditions (Not Including Diabetic Sensory-Motor Peripheral Neuropathy)	<input type="text"/> Browse... Military Personnel Record

Step 2 of 2: Submit Your Document

IMPORTANT:

- When you are finished submitting your document, [print this page](#) or save a screen capture for your records. You will not be able to see a list of the files you have submitted after leaving this page.
- Please be aware that DBQ forms may change over the course of your claim's life due to changes in law and policy. You will NOT be required to do anything or submit additional evidence. If additional medical evidence is required to rate your claim, VA will establish a DBQ exam for you free of charge.
- There will be a delay before documents are updated in your online status. Once your documents have been submitted, a claims representative must review them and confirm they contain the requested evidence. Once confirmed, the claims representative will enter an acknowledgement that appropriate documents have been received, and you will see that information in your claims status.

Submit Documents **Cancel**

About Us FAQ Site Map

Upload Documentation – Label Association

- If the user chooses the wrong file or wants to cancel the file selection for any reason, the **'Cancel'** button, located next to the filename, should be selected.
- This will simply remove the file, but the user will remain on the 'Upload Documentation' page.
- When finished selecting documents, the user may click the **'Submit Documents'** button.

6.1 Alternate Link for Uploading Documents for Internet Explorer (IE) Users

1. If the veterans are using Internet Explorer(IE) browser and are having trouble with uploading documents for their claims. There is a new link '**Internet Explorer Users Click Here to Add a Document**' available under the 'Add a document for this item...' button from the 'Upload Documentation' screen as illustrated in the screenshot below.

The screenshot shows the 'Upload Documentation' screen for a veteran's claim. The top navigation bar includes 'SEP', 'Dashboard', 'Representation Requests', and 'VSO Work Queue'. The user is currently representing 'WILLIAMS, VERA' with SSN 'XXX-XX-8391' at the 'ANNANDALE, VA' location, represented through the 'American Legion'. The page title is 'Compensation and Pension Claim Status' and the sub-header is 'Upload Documentation'. The main heading is 'Step 1 of 2: Add Your Documents'. Below this, there are instructions on document restrictions: maximum size of 5MB and valid file formats (PDF, GIF, TIFF, TIF, JPEG, JPG, BMP, and TXT). A box on the right provides an alternate upload location for users unable to upload: 'Where to send your documents if you are unable to upload them: Department of Veterans Affairs Regional Office, 116 N Jefferson Street, Roanoke, VA 24016'. The main content area is divided into two columns: 'Requested Items (0)' and 'Add Documents'. The 'Requested Items' column contains a link to 'Paralysis of the upper radicular nerve group: Peripheral Nerve Conditions (Not Including Diabetic Sensory-Motor Peripheral Neuropathy)'. The 'Add Documents' column contains two 'Add a document for this item...' buttons.

Requested Items (0)	Add Documents
Please send us any recommended Disability Benefits Questionnaires (DBQs) that your physician has completed that will aid in the processing of your claim. Paralysis of the upper radicular nerve group: Peripheral Nerve Conditions (Not Including Diabetic Sensory-Motor Peripheral Neuropathy)	Add a document for this item...
Any additional documentation that you think will support your claim.	Add a document for this item...

Internet Explorer Users Link for Upload Documentation Screen 1

SEP ▾

Dashboard

Representation Requests

VSO Work Queue

Currently Representing: WILLIAMS, VERA

SSN: XXX-XX-8391

Location: ANNANDALE, VA

Represented Through: American Legion

Dashboard

Claim Summary

Return to your claim received on 04/01/2014

Print-Friendly View

Compensation and Pension Claim Status

Upload Documentation

Step 1 of 2: Add Your Documents

There are restrictions on the size and type.

- The maximum document size is **5MB**.
- Valid document file formats: PDF (unlocked), GIF, TIFF, TIF, JPEG, JPG, BMP and TXT.

For more information about the C&P Claims process, [ask IRIS](#), VA's Inquiry Routing & Information System. Enter search term "Claims" or [ask a question](#) to receive a prompt response from the IRIS Help Desk.

Where to send your documents if you are unable to upload them:
 Department of Veterans Affairs
 Regional Office
 116 N Jefferson Street
 Roanoke, VA 24016

Requested Item	Select Document
Peripheral Nerve Conditions (Not Including Diabetic Sensory-Motor Peripheral Neuropathy)	<input type="text"/> Browse... Military Personnel Record

Step 2 of 2: Submit Your Document

IMPORTANT:

- When you are finished submitting your document, [print this page](#) or [save a screen capture](#) for your records. You will not be able to see a list of the files you have submitted after leaving this page.
- Please be aware that DBQ forms may change over the course of your claim's life due to changes in law and policy. You will NOT be required to do anything or submit additional evidence. If additional medical evidence is required to rate your claim, VA will establish a DBQ exam for you free of charge.
- There will be a delay before documents are updated in your online status. Once your documents have been submitted, a claims representative must review them and confirm they contain the requested evidence. Once confirmed, the claims representative will enter an acknowledgement that appropriate documents have been received, and you will see that information in your claims status.

Submit Documents

Cancel

About Us

FAQ

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Internet Explorer Users Link for Upload Documentation Screen 2

7.0 Submission of 21-526EZ on Behalf of a Veteran

The Electronic Claims Submission System will allow the claimant's assigned POA the ability to process and potentially submit a Disability Compensation Claim application (VA Form 21-526EZ) and associated documents for the claimant, based on the user's rights and the claim's certification status.

The **POA can be a National VSO or County VSO**. Most NVSOs do not require review and are eligible to submit a valid claim on behalf of the Veteran.

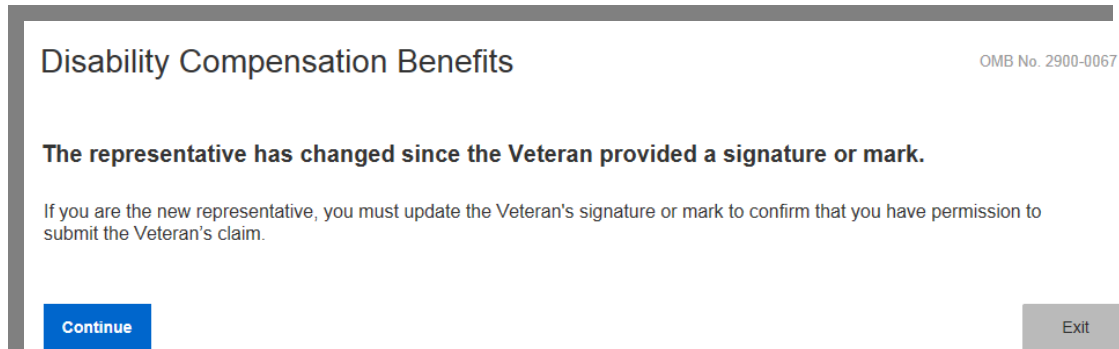
Attorneys and Claim Agents have the same rights as the **NVSO** that does not require review.

Most **CVSOs** require review and therefore cannot submit a claim, even claims that have all the necessary certification information. Specifically, an eligible POA may submit a claim to the VA if the Veteran has provided an electronic mark in the presence of a POA Witness who provides their electronic mark as well.

Alternatively, an eligible POA may obtain a wet signature from the Veteran on a 21-526EZ Signature Page and submit that page along with the claim.

7.1 Verify POA When Reopening an Existing 21-526EZ Claim

1. When a representative opens an application that has been previously initiated on behalf of the claimant but has not been submitted, it requires substantiation.



The screenshot shows a web interface for "Disability Compensation Benefits" with the OMB No. 2900-0067 in the top right. The main heading is "The representative has changed since the Veteran provided a signature or mark." Below this, a message states: "If you are the new representative, you must update the Veteran's signature or mark to confirm that you have permission to submit the Veteran's claim." At the bottom, there are two buttons: a blue "Continue" button on the left and a grey "Exit" button on the right.

POA Verification Page

2. Verification must be performed, confirming that a witness mark has been received for the application, or that the Veteran's 21-526EZ signature page has been uploaded for the application, so that the representative can be confident the application certifications are appropriate for the application.
 - a. To complete the verification, click "Continue".

7.2 Capture Application Certification Information for Accredited Representatives

1. Representatives are provided an opportunity to manage the application certifications in order to electronically submit the application to VA.
2. This can be done as a representative is working on a claimant's Disability Compensation application for an Original Claim, or a supplemental claim where the Claimant has either Compensation and Pension (C&P) email address or an EBN account.
3. After representatives complete the Getting Started page they are then are provided an opportunity to manage the application certifications to record the application certification information (i.e. Veteran's Mark, Witness Signature, and 21-526EZ Signature Page), in order to submit the application electronically to VA.

7.3 Original Claim Submission

VSO's will follow the same process to prepare claims in SEP as they have previously. Upon completing the preparation stages of a claim, and once they are ready to submit, the system must verify that the VSO has permission to submit the application on the Veteran's behalf. The system will look for either an **"Uploaded Signed Signature Page"** or the **"Claimant and Witness Mark."**

1. **Uploaded Signature Page:** One avenue for a VSO to submit a claim on behalf of the Veteran is to upload a signed signature page. You have the ability to download, print, sign and scan the claim certification from SEP:

The screenshot shows the 'Disability Compensation Benefits' application interface. At the top, there's a navigation bar with tabs: 'Applicant Information', 'Military Service History', 'Disability Records', 'Treatment Records', 'Special Circumstances', 'Supporting Documents', and 'Final Review & Submission'. Below this, a sidebar on the left lists 'In this Section' with links: 'Personal Information', 'Claim Notification', 'Getting Started', 'Fully Developed Claim', and 'Claimant Signature or Mark' (which is highlighted). The main content area is titled 'Claimant Signature or Mark' and includes a sub-header 'Claimant Signature'. It contains instructions: 'We need to verify that you have permission to submit this application on the Veteran's behalf. To provide proof that the Veteran has granted you permission, you'll need to upload a signed claim certification and signature page or provide a claimant mark and witness signature.' Below this, there's a link to 'Download a VA Form 21-526EZ Claimant Signature'. At the bottom, there's a table with columns 'For', 'Documents', and 'Action'. The table has one row for 'Vera Marshall 12/09/1985' with a document 'VA Form 21-526EZ Claimant Signature' (file name: 23in_older_students.pdf - 07/01/2014) and an action button 'Replace or Remove File'.

For	Documents	Action
Vera Marshall 12/09/1985	VA Form 21-526EZ Claimant Signature 23in_older_students.pdf - 07/01/2014	Replace or Remove File

2. **Claimant and Witness Mark:** Another option for VSOs to submit a claim on behalf of the Veteran is by obtaining the Claimant and Witness Marks. Capturing these marks electronically is equivalent to the paper method of a Veteran providing a mark or thumb print with a witness verification to sign their claim because the Veteran is unable to sign his/her name.
3. When completing the Claimant and Witness Mark section of the application, the VSO will need to:
 - a. Read the claimant mark statement to the Veteran
 - b. Veteran provides his electronic mark "X";
 - c. VSO provides his electronic witness signature by checking the box certifying the he saw the Veteran make an electronic mark.

Claimant Mark

If you're unable to obtain a signed certification and signature page, you'll need to: (1) read the claimant mark statement to the Veteran; (2) have the Veteran certify by checking the first check box below; and (3) provide your signature as a witness to the claimant's mark by checking the second check box below.

Reminder: Users of the Stakeholder Enterprise Portal (SEP) (1) must continue to comply with the rules of behavior for this computer; and (2) must be present when the Veteran is checking the claimant mark.

I certify and authorize the release of information. I certify that the statements in this document are true and complete to the best of my knowledge. I authorize any person or entity, including but not limited to, any organization, service provider, employer, or government agency, to give the Department of Veterans Affairs any information about me except protected health information. I waive any privilege that makes the information confidential.

☒ checking this box, you (the Veteran) certify the above in lieu of your signature. Once your application is submitted, you will not be able to make additional changes.

Witness Mark

I certify that I am a witness to the claimant's mark, which the Veteran provided as the claim certification and signature.

☒ checking this box, you (the representative) certify the above in lieu of your signature.

Save & Continue

Previous

Exit

Reminder: Users of the Stakeholder Enterprise Portal (SEP) (1) Must continue to comply with the rules of behavior for their computer; and (2) Must be present when the Veteran is checking the claimant mark.

1. At the end of the 21-526EZ application, VSO's will have options to either
 - a. Submit on Behalf of Veteran or
 - b. Send for Veteran Review. If the NVSO received the application for review from a CVSO requiring review, there will be a 3rd option of "Return for Additional VSO Review and Action".

Submission Options

1. Submission Option for NVSOs Receiving Application from CVSO for Review:

Applicant Information Military Service History Disability Records Treatment Records Employment & Education History Special Circumstances Supporting Documents Final Review & Submission

Next Steps

** Required to Continue

Thank you for completing a draft of the Compensation Benefits Application on behalf of the Veteran. To complete the process, you can submit the application on their behalf. You can also send the application for Veteran review or return the application for additional Veteran Service Organization (VSO) review and action.

**What would you like to do next?

- ☐ Submit on Behalf of Veteran
- ☐ Send for Veteran Review
- ☐ Return for Additional VSO Review and Action


Save & Continue

Previous

Exit

2. Submission Option for Applications not Requiring Review:

Disability Compensation Benefits

 Print Incomplete Forms

Applicant Information	Military Service History	Disability Records	Treatment Records	Special Circumstances	Supporting Documents	Final Review & Submission
-----------------------	--------------------------	--------------------	-------------------	-----------------------	----------------------	---------------------------

Next Steps

OMB Control No. 2900-0747

**** Required to Continue**

Thank you for completing a draft of the Compensation Benefits Application on behalf of the Veteran. To complete the process, you can submit the application on their behalf. You can also send the application for Veteran review.

**** What would you like to do next?**

- ☐ Submit on Behalf of Veteran
- ☐ Send for Veteran Review


Save & Continue

Previous

Exit

3. A submission confirmation page will be displayed after a representative has successfully submitted the claim on behalf of the Veteran.

Disability Compensation Application

 Print Incomplete Forms

Thank you for submitting the Compensation Benefits Application on behalf of {Veteran Name}.

The confirmation number is (Confirmation #). You can view and print a copy of your completed application from the Online Applications Dashboard.

We have notified the Veteran of the status of the application. The message was sent to the following:

- eBenefits Message Center
- Primary Email: (address)
- Alternate Email: (address)

What's Included

The application and supporting documents were submitted to the VA for review by a claims agent. The submission includes the following documents:

- VA Form 21-528EZ
- Any Form
- Any Form

Next Steps

Supporting Documents

If you did not upload all of your supporting documents, you can still add them to the claim. To upload additional documents, follow the directions for each form listed below.

• Veteran Aid and Attendance

(1) Print the form, (2) have an examiner complete the form, and (3) add the document to the claim using the eBenefits Compensation & Pension Claims & Upload Supporting Documents feature.

 [Download a pre-filled VA form 21-2680](#)

• Spouse Aid and Attendance

(1) Print the form, (2) have an examiner complete the form, and (3) add the document to the claim using the eBenefits Compensation & Pension Claims & Upload Supporting Documents feature.

 [Download a pre-filled VA form 21-2680 for your spouse](#)

Get Additional Information

For additional information or assistance, call our toll-free number at 1-800-827-1000. A benefit counselor is available to answer your questions and provide you with any additional information you need about VA benefits and the claims process.

Track Your Claim

You can now track the status of your claim online. [View the status of your claim](#). Please be aware that DBQ forms may change over the course of your claim's life due to changes in law and policy. You will NOT be required to do anything or submit additional evidence. If additional medical evidence is required to rate your claim, VA will establish a DBQ exam for you free of charge.

Learn More about the FDC Program

Don't forget to submit your claim as a fully developed claim. For more information on the FDC Program [visit our website](#).

Related Actions

[Declare or manage your dependent information.](#)

[Go to the Online Applications Dashboard](#)

Post-Submission of Original Claims

1. If the application is submitted by the VSO representative on behalf of the Veteran, the claimant and witness marks will be captured on the pdf version of the application as shown in the screen shot below:

further evidence in support of my claim.	
21. The FDC Program is designed to rapidly process compensation or pension claims received with the evidence necessary to decide the claim. VA will automatically consider a claim submitted on this form for rapid processing under the FDC Program. Check the box below ONLY if you DO NOT want your claim considered for rapid processing under the FDC Program because you plan on submitting further evidence in support of your claim.	
<input type="checkbox"/> I DO NOT want my claim considered for rapid processing under the FDC Program because I plan to submit further evidence in support of my claim.	
22A. VETERAN/SERVICE MEMBER SIGNATURE (REQUIRED)	22B. DATE SIGNED
X Miriam Richardson	07/17/2014
SECTION VI: WITNESSES TO SIGNATURE	
23A. SIGNATURE OF WITNESS (If veteran signed above using an "X")	23B. PRINTED NAME AND ADDRESS OF WITNESS
/s/ Allan Veras OGC #26070	
24A. SIGNATURE OF WITNESS (If veteran signed above using an "X")	24B. PRINTED NAME AND ADDRESS OF WITNESS
<small>PRIVACY ACT NOTICE: The form will be used to determine allowance to compensation benefits (38 U.S.C. 5101). The responses you submit are considered confidential (38 U.S.C. 5101). VA may disclose the information that you provide, including Social Security numbers, outside VA if the disclosure is authorized under the Privacy Act, including the routine uses identified in the VA system of records, 58VA212223, Compensation, Pension, Education, and Vocational Rehabilitation and Employment Records - VA, published in the Federal Register. The requested information is considered relevant and necessary to determine maximum benefits under the law. Information submitted is subject to verification through computer matching programs with other agencies. VA may make a "routine</small>	

2. There will also be confirmation of VSO claims submission on the top left header of the application as shown in the screen shot below:

14:03 CDT 07/17/2014 #1021018 Submitted Electronically
Submitted by POA - 5103 notice emailed/messaged to Veteran on this date: 07/17/2014



7.4 Supplemental Claim Submission

The claimant and witness mark or uploaded signed signature page is only required on supplemental claim submission when the Veteran does not have an eBenefits account or email address on record in VA systems. Submission of a supplemental claim for a Veteran who does have an eBenefits account or email address on record does not require the claimant and witness mark or uploaded signed signature page to be completed

1. If the Veteran does not have an eBenefits account or email address on record, then the steps outlined for original claim submission must be followed.
2. If a VSO tries to submit a supplemental claim for benefits when the Veteran does not have an eBenefits account, there is not an email address on record, the signed signature page was not uploaded, or the claimant and witness mark section was not checked, the VSO will be presented with the message shown below.



You cannot submit an application on this Veteran's behalf.

Before you can submit a claim on this Veteran's behalf, the Veteran must authorize you as a representative. To ensure that you can submit this application, return to the [Claim Signature](#) page to: (1) upload a signed claim certification and signature page; or (2) provide a claimant mark and witness mark.

**What would you like to do next?

☒ Send for Veteran Review

3. If the VSO chooses to "Send for Veteran Review," then a temporary email address can be entered and the Veteran will receive notification that a draft of the Compensation Benefits Application has been completed.

8.o SEP Work Queue

1. VSO Users will now have access to a work queue that displays a list of applications in the Online Applications Dashboard that are pending and may require attention from the user.
 - a. Once the users login into the Stakeholder Enterprise Portal (SEP), they can access the Work Queue by clicking on the 'Work Queue' link on the menu bar.

The screenshot shows the Stakeholder Enterprise Portal (SEP) interface. At the top, the 'SEP' logo and 'Stakeholder Enterprise Portal' text are visible. A navigation bar contains links: 'SEP', 'Dashboard', 'Representation Request', and 'VSO Work Queue'. The 'VSO Work Queue' link is circled in red, with a red arrow pointing to it. Below the navigation bar, the main content area is titled 'VSO Representative Dashboard'. It features a 'Search for Veterans' section with two options: 'Search for a Veteran using an identification number...' and 'And/or, provide a first name, last name, and date of birth.' The first option includes input fields for Social Security Number (9 digits), File Number (Up to 9 digits, no dashes), Service Number (Up to 9 characters), and Insurance Number (Up to 10 characters). The second option includes input fields for First, Middle, Last, and Suffix (a dropdown menu), and a Date of Birth field (mm, dd, yyyy). Below these fields is an 'Advanced Search Criteria' section with a 'Search for Veterans' button and a 'Clear Form' button. On the right side of the dashboard, there is a 'Tools' section with 'VSO Dedicated Support Line' information (1-855-225-0709 from 9:00am - 5:00pm ET) and a 'VSO Resources' section with a link to 'VA Contact Information' and a description of facility listings by state.

Stakeholder Enterprise Portal Work Queue Link

- b. After users click the 'Work Queue' link, the Work Queue search criteria screen is displayed; this allows the user to enter search criteria to find work items that pertain to their organization and/or location.



SEP Stakeholder Enterprise Portal

Logged in as: **Betty Jackson**
VSO Representative

SEP Dashboard Representation Requests VSO Work Queue

Currently Representing: WILLIAMS, VERA SSN: XXX-XX-6391 Location: ANNANDALE, VA Represented Through: American Legion

[Dashboard](#) [Print-Friendly View](#)

VSO Work Queue

Use this form to search for pending Veterans' applications in VDC that may require your attention and action.

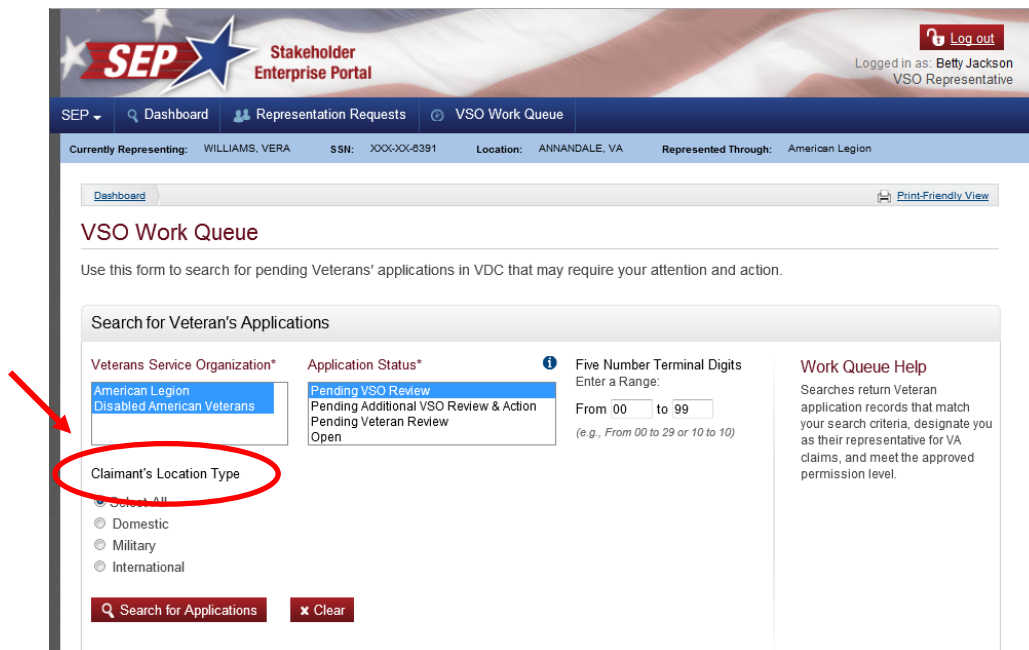
Search for Veteran's Applications

Veterans Service Organization* <input type="radio"/> American Legion <input type="radio"/> Disabled American Veterans	Application Status* <input type="radio"/> Pending VSO Review <input type="radio"/> Pending Additional VSO Review & Action <input type="radio"/> Pending Veteran Review <input type="radio"/> Open	Five Number Terminal Digits Enter a Range: From <input type="text" value="00"/> to <input type="text" value="99"/> <small>(e.g., From 00 to 29 or 10 to 10)</small>	Work Queue Help Searches return Veteran application records that match your search criteria, designate you as their representative for VA claims, and meet the approved permission level.
Claimant's Location Type <input checked="" type="radio"/> Select All <input type="radio"/> Domestic <input type="radio"/> Military <input type="radio"/> International			

Stakeholder Enterprise Portal (SEP) Work Queue Search Criteria Screen

- Once the user selects the search criteria, they will need to click on the 'Search for Applications' button on the bottom of the Work Queue search screen.

Note: Based on the radio button option selected for the 'Claimant's Location Type', additional search criteria fields will be displayed for the users.



SEP Stakeholder Enterprise Portal

Logged in as: **Betty Jackson**
VSO Representative

SEP Dashboard Representation Requests VSO Work Queue

Currently Representing: WILLIAMS, VERA SSN: XXX-XX-6391 Location: ANNANDALE, VA Represented Through: American Legion

[Dashboard](#) [Print-Friendly View](#)

VSO Work Queue

Use this form to search for pending Veterans' applications in VDC that may require your attention and action.

Search for Veteran's Applications

Veterans Service Organization* <input type="radio"/> American Legion <input type="radio"/> Disabled American Veterans	Application Status* <input type="radio"/> Pending VSO Review <input type="radio"/> Pending Additional VSO Review & Action <input type="radio"/> Pending Veteran Review <input type="radio"/> Open	Five Number Terminal Digits Enter a Range: From <input type="text" value="00"/> to <input type="text" value="99"/> <small>(e.g., From 00 to 29 or 10 to 10)</small>	Work Queue Help Searches return Veteran application records that match your search criteria, designate you as their representative for VA claims, and meet the approved permission level.
Claimant's Location Type <input checked="" type="radio"/> Select All <input type="radio"/> Domestic <input type="radio"/> Military <input type="radio"/> International			

8.1 View Work Queue Search Results

1. SEP Users can view a list of applications under the 'Work Queue Search Results' window that fulfill the search criteria entered on the Work Queue search screen.

SEP Dashboard Representation Requests VSO Work Queue

Currently Representing: WILLIAMS, VERA SSN: XXX-XX-8391 Location: ANNANDALE, VA Represented Through: American Legion

Dashboard [Print-Friendly View](#)

VSO Work Queue

Use this form to search for pending Veterans' applications in VDC that may require your attention and action.

Search for Veteran's Applications

Veterans Service Organization*

- American Legion
- Disabled American Veterans

Application Status*

- Pending VSO Review
- Pending Additional VSO Review & Action
- Pending Veteran Review
- Open

Five Number Terminal Digits
Enter a Range:
From 00 to 99
(e.g., From 00 to 29 or 10 to 10)

Work Queue Help
Searches return Veteran application records that match your search criteria, designate you as their representative for VA claims, and meet the approved permission level.

Claimant's Location Type

- Select All
- Domestic
- Military
- International

[Search for Applications](#) [Clear](#)

Work Queue Search Results

By default, applications are sorted first by status and next by date last updated.

Veteran Name	File Number	Application	Status	Last Updated	Expires	Comments
Buckley, Brandon	XX-XX-914	Disability Compensation	Pending VSO Review	04/07/2014	04/03/2015	
Shannon, Ruth Reyes	XXX-XX-8805	Disability Compensation	Pending VSO Review	04/05/2014	04/03/2015	
Burke, Harry Y	XXX-XX-4213	Disability Compensation	Pending VSO Review	04/05/2014	06/01/2015	
Ortiz, Morris E	XX-XXX-937	Disability Compensation	Pending VSO Review	04/04/2014	08/17/2015	
Caldwell, Jon Clement	XXX-XX-3307	Disability Compensation	Pending VSO Review	04/02/2014	04/02/2015	
Marshall, Vera A	XXX-XX-7498	Disability Compensation	Pending VSO Review	04/01/2014	04/01/2015	
Caldwell, Jon Clement	XXX-XX-3307	Disability Compensation	Pending VSO Review	03/10/2014	03/10/2015	
Ramirez, Suzanne	XXX-XX-3718	Disability Compensation	Pending VSO Review	01/05/2014	01/05/2015	✓

Work Queue Search Results Screen

2. Users can click on the link for the 'Veteran's Name' to view detailed information for that application and veteran.

Note: A 'Checkmark' sign in the 'Comments' column indicates that notes have been entered for that application.



Claims

Begin application detail view for .
Escape will cancel and close the window.

Q S

Clear

claims, and meet the approved permission level.

X

Work

By default

Veteran

Buckley, Brandon

Steph

Burke

Ortiz

Caldw

Marsh

Caldw

Ramir

Bishop

Application For: Buckley, Brandon

Application Information		Comments:
Veteran's Name	Buckley, Brandon	No Comments Available for this Veteran.
Address	5400 E KELLOGG DR WICHITA, KS 67218	
File Number	60-002-914	
Application	Disability Compensation	
Status	Pending VSO Review	
Last Updated	04/07/2014 17:01:40 CDT	
Created	04/03/2014 15:54:29 CDT	
Expires	04/03/2015 15:54:29 CDT	
Represented By	American Legion	

Print-Friendly ViewClose

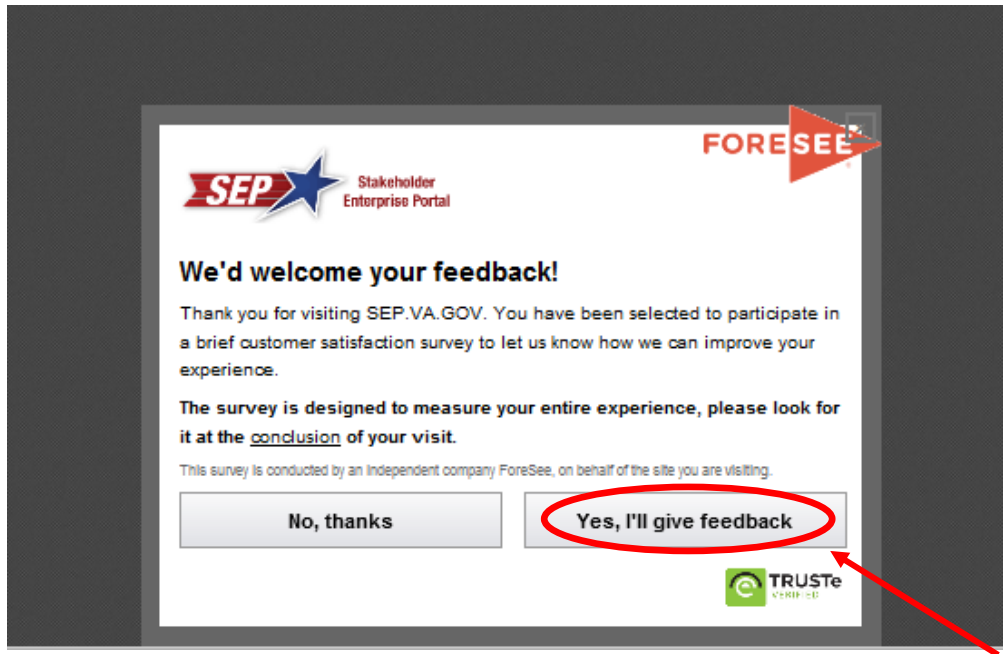
Showing 1 to 9 of 9 entries Show 50 entries

VSO Work Queue Application Details Screen

Note: VSO Work Queue displays summary information in read-only format, and users may not select an application for direct entry into VDC to complete the application.

9.0 SEP ForeSee Survey

In order to ensure that we are providing the best customer service experience possible, we have partnered with ForeSee to include a survey as part of the user's SEP experience.



1. If selected to take part in the survey, a window will appear requestin feedback from the user at when finished using SEP.
 - a. If a user is not selected to complete the survey, but still wants to give feedback, they can direct their comments and questions to: vrmssep.vbaco@va.gov
2. There are 24 questions in the survey. The user must complete all the questions, include comments if preferred and then hit submit.



Customer Satisfaction Survey

Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

Required questions are denoted by an *



1: *Please rate the convenient placement of the website tools on this site. 1=Poor 1 2 3 4 5 6 7 8 9 10 Excellent=10 Don't Know
2: *Please rate the variety of website tools on this site. 1=Poor 1 2 3 4 5 6 7 8 9 10 Excellent=10 Don't Know
3: *Please rate the balance of graphics and text on this site. 1=Poor 1 2 3 4 5 6 7 8 9 10 Excellent=10 Don't Know
4: *Please rate the readability of the pages on this site. 1=Poor 1 2 3 4 5 6 7 8 9 10 Excellent=10 Don't Know
5: *Please rate the options available for navigating this site. 1=Poor 1 2 3 4 5 6 7 8 9 10 Excellent=10 Don't Know
6: *Please rate how well the site layout helps you find what you need . 1=Poor 1 2 3 4 5 6 7 8 9 10 Excellent=10 Don't Know
7: *What is your overall satisfaction with this site? 1=Very Dissatisfied 1 2 3 4 5 6 7 8 9 10 Very Satisfied=10
8: *How well does this site meet your expectations ? 1=Falls Short 1 2 3 4 5 6 7 8 9 10 Exceeds=10
9: *How does this site compare to your idea of an ideal website ? 1=Not Very Close 1 2 3 4 5 6 7 8 9 10 Very Close=10
10: *How likely are you to return to this site ? 1=Very Unlikely 1 2 3 4 5 6 7 8 9 10 Very Likely=10
11: *How likely are you to recommend the Stakeholder Enterprise Portal to someone else ? 1=Very Unlikely 1 2 3 4 5 6 7 8 9 10 Very Likely=10
12: *How likely are you to use this site as your primary resource for obtaining information from this organization ? 1=Very Unlikely 1 2 3 4 5 6 7 8 9 10 Very Likely=10

13: *How likely are you to **use this site rather than seeking information from other channels**?

1=Very Unlikely	2	3	4	5	6	7	8	9	10	Very Likely=10
1	2	3	4	5	6	7	8	9	10	

14: *Which of the following best describes your role in visiting the Stakeholder Enterprise Portal (SEP) site today? (Select all that apply)

- ☐ Veteran Service Organization (VSO)
- ☐ Education Provider
- ☐ Doctor or Other Health Care Provider
- ☐ Attorney
- ☐ Loan Appraiser
- ☐ Benefit Provider
- ☐ Other, please specify:

15: *How frequently do you visit this site?

- ☐ First time
- ☐ Daily
- ☐ About once a week
- ☐ About once a month
- ☐ About once or twice a year
- ☐ Less frequently than once a year

16: *For which reasons did you visit the SEP site today? (Select all that apply)

- ☐ Access information
- ☐ Submit claims on my own behalf
- ☐ Submit claims on a veteran's behalf
- ☐ Apply for benefits
- ☐ Check the status of a claim for benefits
- ☐ Check the status of an appeal for a claim for benefits
- ☐ Check the status of a benefit payment
- ☐ To view a veteran's benefit payment history
- ☐ Obtain a benefit verification letter
- ☐ Change my profile (e.g., change contact information)
- ☐ Just browsing/Curious what site offered
- ☐ Other, please specify:

17: *Which of the following areas of the SEP site did you visit today? (Select all that apply)

- ☐ Compensation Service
- ☐ Education Service
- ☐ Purchased Care @ Health Administration Center (PC@HAC)
- ☐ Vocational Rehabilitation & Employment (VR&E)
- ☐ Veterans Service Organizations (VSO)
- ☐ FAQs
- ☐ KnowVA
- ☐ FAST Letters (1996 - Present)
- ☐ Learn More About SEP
- ☐ Other section not listed above
- ☐ Not sure

18: *Did you accomplish what you wanted to on the site today?

- ☐ Yes
- ☐ Partially
- ☐ No
- ☐ I wasn't planning to accomplish anything in particular

SEP Foresee Survey Questions

19: *Did you try to log in on this site today?

☐ Yes

☐ No

20: Thinking about the SEP homepage, was it clear where you needed to go to find what you were looking for today?

☐ Yes

☐ No

21: How would you describe your navigation experience on the SEP site today? (Select all that apply)

☐ I had **no** difficulty navigating/browsing on this site

☐ Too many links/navigational options to choose from

☐ Links often did not take me where I expected

☐ Had difficulty finding relevant information/products

☐ Could not navigate back to previous information

☐ Links/labels are difficult to understand

☐ Had technical difficulties (error messages, broken links, etc.)

☐ I had a navigation difficulty **not listed** above

22: *Are you aware of the VA Transformation Plan?

☐ Yes

☐ No

☐ Not Sure

23: *How likely are you to **discourage** others from using the Stakeholder Enterprise Portal?

1 = Very Unlikely					Very Likely = 10				
1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

24: If you could identify one improvement to this site, what improvement would you suggest?

1,000 Characters Remaining

Thank you for taking our survey - and for helping us serve you better.
We appreciate your input!

Submit

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OMB Control # 1090-0008

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SEP Foresee Survey Questions